United Nations ST/IC/2008/28

Secretariat

11 June 2008

# Information circular*

To: Members of the staff

From: The Assistant Secretary-General for Human Resources Management

Subject: **2008 competitive examination for English-language verbatim reporters**

1. The purpose of the present information circular is to invite applications from staff members of the Secretariat at the P-3 level and below who wish to take the competitive examination for English-language verbatim reporters in 2008, in accordance with the provisions of ST/AI/1998/7 and ST/AI/2000/1, as amended by ST/AI/2003/1.

2. The competitive examination for English-language verbatim reporters will be held tentatively on **17 October 2008** in New York, Geneva and other locations, according to the number and location of qualified candidates convoked for the examination. The purpose of the examination is to establish a roster from which present and future vacancies for English-language verbatim reporters will be filled. When vacancies occur, successful candidates will be recruited from the roster, subject to the requirements of the section in terms of expertise and language combinations.

3. The examination is open to staff members of the United Nations at the P-3 level and below who meet the eligibility requirements, as well as qualified external candidates. Staff members from subsidiary organs of the United Nations and staff members whose service is limited to a particular organ, fund or programme of the United Nations or to special missions are considered external candidates for the purpose of this examination. Such candidates, if successful in the examination, will be offered a new appointment with the United Nations subject to normal United Nations recruitment procedures and standards. Staff members who are successful and are selected for inclusion in the roster will be assigned to fill vacancies for English-language verbatim reporter posts as they occur in New York. Successful candidates are expected to serve **a minimum of five years** in language posts. The assignment of staff members of the United Nations who are successful in the examination and are selected to fill vacancies will be subject to the conditions set out in paragraphs 13 to 15 below.

* Expiration date of the present information circular: 31 December 2008.

4. Staff members of the Secretariat applying for the examination must:

(a) Have English as their main language;[1]

(b) Have a perfect command of English and an excellent knowledge of French and one of the other official languages of the United Nations (Arabic, Chinese, Russian or Spanish). The Board of Examiners, appointed by the Assistant Secretary-General for Human Resources Management, requires that candidates' claims to knowledge of official languages be supported by relevant documentation in their official status files. Staff members who have been enrolled in a United Nations language course in any of the languages claimed must have passed the United Nations language proficiency examination in that language. Candidates who have not attended the United Nations language courses in the languages claimed must substantiate their claims to knowledge of those languages. For that purpose, staff members should give a clear explanation on the P.11 or personal history profile (PHP) form of how they acquired their knowledge of the languages claimed;

(c) Hold at least a three-year first-level degree from a university or institution of equivalent status in which English is the language of instruction or hold a university degree from a recognized school of translation;

(d) Have computer and word-processing skills and be fast and accurate typists.

5. In order to meet the Organization's need to recruit staff for language posts who will serve for a reasonable period of time before reaching retirement age, staff members who do not serve on 100-series appointments and who will have reached age 56 by the deadline for the submission of applications (25 July 2008) will not be eligible to sit for the examination. There is no age limit for full-time staff members serving on 100-series appointments.

6. The requirement of a degree or its equivalent from a university or institution of equivalent status stipulated in paragraph 4 (c) above may be waived for staff members who, in the judgement of the Board of Examiners, have adequate post-secondary-education qualifications from a university or institution of equivalent status and adequate secondary educational qualifications, in addition to five years of continuous service with the United Nations Secretariat by 31 December 1989.

7. All applicants should submit with their applications a one-page essay in English explaining why they wish to work as verbatim reporters in the United Nations. All applications will be reviewed by the Board of Examiners. In instances where a large number of applications are received, the Board reserves the right to admit to the examination only the most qualified candidates based on a review of the qualifications that are over and above the minimum criteria set out in paragraph 4. Convoked candidates will be required to submit evidence of degrees, knowledge of languages and/or relevant experience prior to the interview. All applicants will be notified of the Board's decision in respect of their application. **The Board's decisions are final.**

[1] "Main language" should be understood to be the language in which the candidate is best able to work. Candidates' claims to English as their main language must be supported by relevant documentation in their official status files.

8. The written verbatim reporting examination, to be held on **17 October 2008**, will consist of three papers:

(a) Editing of and making all necessary logical and stylistic corrections to an English text (two hours). This paper is eliminatory. Only candidates who are successful in this paper will have their other papers marked;

(b) Bringing the English version of a text into line with the original French (one and a half hours);

(c) Bringing the English version of a text into line with the original Arabic, Chinese, Russian or Spanish text selected by the candidate (one and a half hours).

9. The use of a dictionary or any other reference material will **not** be permitted during the examination. Similarly, candidates may not use personal computers to prepare their papers.

10. On the basis of the results of the written examination, the Board of Examiners will invite selected candidates to a competency-based interview. The Board will interview each candidate to assess whether she or he possesses the competencies required for the position. Candidates may also be required to take some additional short tests at the time of the interview (including a computer skills test). The interview is an integral part of the examination. Therefore, candidates who are invited for an interview should not assume that they will automatically be included in the roster.

11. On the basis of the overall results of the examination, the Board will recommend to the Assistant Secretary-General for Human Resources Management the names of candidates who qualify for inclusion in the roster. All candidates admitted to the examination will be informed in writing of the Board's final recommendation in respect of their candidature. **The Board's recommendations are not subject to appeal.** The Board does **not** release individual scores or results.

12. Successful candidates who receive an offer of appointment are strongly encouraged to accept it, as declining may affect their prospects of receiving a subsequent offer.

13. Staff members selected to fill vacancies will be assigned as English-language verbatim reporters for a trial period of two years. Staff members below the P-2 level or who are in the General Service category will receive a special post allowance to the P-2 level. Staff members at the P-2 and P-3 levels will be assigned at their respective levels.

14. Staff members with a special post allowance to the P-2 level and those already at the P-2 level who complete the trial period successfully and are recommended by the Department for General Assembly and Conference Management and the Office of Human Resources Management may be promoted to the P-3 level. Staff members already at the P-3 level who complete the trial period successfully will be confirmed in their functions at the P-3 level. Staff members on fixed-term appointment will be eligible to be considered for permanent appointment subject to the requirements of the staff rules in force. Staff members who do not complete the trial period successfully will be reassigned to posts at their previous levels and the special post allowance, if any, will be discontinued.

15. In accordance with the needs of the section, successful candidates may be called upon to work outside normal working hours, including weekends and holidays.

16. Staff members applying for the examination should complete the attached form and submit it together with a copy of the P.11 or PHP form in English and the essay referred to in paragraph 7 above, not later than **25 July 2008**, to:

2008 competitive examination for English-language verbatim reporters
Examinations and Tests Section
Division for Organizational Development
Office of Human Resources Management
Room S-2575
United Nations Secretariat
New York, N.Y. 10017
Fax No.: 1 212 963 3683
E-mail: OHRM_exam@un.org

Applications received after the deadline will not be considered. To the extent possible, applicants are strongly encouraged to submit their applications early. Applications may be sent by e-mail, fax or mail. Incomplete applications, including those without the essay, will **not** be considered.

17. In order to ensure receipt of all applications submitted by staff members from offices away from Headquarters, such staff members are requested to return their applications to the Division for Organizational Development of the Office of Human Resources Management through the Chief Administrative Officer or Director of the United Nations Information Centre of their respective duty stations by **25 July 2008**, the deadline for receipt of applications in the Examinations and Tests Section.

**Application (for staff members of the United Nations Secretariat only)**

**2008 competitive examination for English-language verbatim reporters**

Index No. ☐☐☐☐☐☐

Last name ☐☐☐☐☐☐☐☐☐☐☐☐ Category ☐☐ Level ☐☐

First name ☐☐☐☐☐☐☐☐☐☐☐☐ Male ☐ Female ☐

Date of entry on duty Month ☐☐ Year ☐☐☐☐

Type of contract _____ Expiration date _____

Department/office _____ Duty station _____

Room No. _____ Tel. extension _____ Fax extension _____ E-mail _____

Have you taken this examination before? Yes ☐ Year ☐☐☐☐ No ☐

Have you taken another United Nations competitive examination? Yes ☐ Year ☐☐☐☐ No ☐

If yes, which examination(s)? _____

What is your main language?[a] ☐☐☐☐☐☐☐☐☐☐☐☐☐☐

[a] "Main language" should be understood to be the language in which the candidate is best able to work. Candidates' claims to English as their main language must be supported by relevant documentation in their official status files.

**Please complete an up-to-date P.11 or PHP form in English and attach it to this application. Describe your educational background and work experience (giving dates and length of time) in the areas of translation, editing and verbatim reporting, if any. Also include any relevant information about computer software or programs used. Applications submitted without a P.11 or PHP form or without the one-page essay in English referred to in paragraph 7 will NOT be considered.**

I certify that the information I have provided above is correct to the best of my knowledge and belief.

Date _____ Signature _____

I have read information circular ST/IC/2008/28 and I understand that if I am successful in the 2008 competitive examination for English-language verbatim reporters and am recommended for inclusion in the roster, my assignment as an English-language verbatim reporter will be subject to my acceptance of the conditions of service indicated in paragraphs 13 to 15 of that circular.

Date _____ Signature _____

United Nations ST/IC/2008/29

# Secretariat

12 June 2008

## Information circular*

To: Members of the staff at Headquarters

From: The Controller

Subject: **Renewal of the Headquarters medical and dental insurance plans effective 1 July 2008 and annual enrolment campaign, 2-30 June 2008**

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* Expiration date of the present information circular: 30 June 2009.

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**General**

1. The purpose of the present circular is to announce the following:

(a) The annual enrolment campaign is scheduled for 2 to 30 June 2008;

(b) Changes in the premium and contribution rates will come into effect as of 1 July 2008 for the medical insurance programmes offered at Headquarters (see also the table entitled "Headquarters medical and dental insurance schedule of monthly premiums and contribution rates" and paras. 24 and 25), as follows:

(i) Aetna Open Choice PPO: increase of 9.8 per cent;

(ii) Empire Blue Cross PPO: increase of 3.6 per cent;

(iii) HIP Health Plan of New York: increase of 9.8 per cent;

(iv) CIGNA Dental PPO: no change.

(c) Changes in the co-payment and co-insurance provisions for Aetna and Empire Blue Cross as detailed in paragraph 10 and reflected in the table entitled "Headquarters medical benefits — plan comparison chart" and in the charts in annexes I and II will come into effect as of 1 July 2008;

(d) Effective 1 July 2008, election to discontinue coverage under the CIGNA dental plan can only be made during the annual enrolment campaign (see para. 11).

Health and Life Insurance in-person Client Service

Room FF-300, 304 East 45th Street, New York, New York 10017

Tel. (general enquiries): 212 963 5804
Fax: 212 963 4222
E-mail: insurance-unhq@un.org
Website: www.un.org/insurance

| | | | |
|---|---|---|---|
| Enrolment campaign | 2-20 June 2008: | 9.30 a.m.-4 p.m. | every day |
| Enrolment campaign | 23-30 June 2008: | 1 p.m.-4 p.m. | M, T, Th, F |
| | | 9.30 a.m.- 4 p.m. | Wed |
| Normal client service hours: | | 1 p.m.-4 p.m. | M, T, Th, F |
| | | 9.30 a.m.-4 p.m. | Wed |

## Headquarters medical and dental insurance schedule of monthly premiums[a] and contribution rates[b] (Effective 1 July 2008)

(Prices in United States dollars)

| Type of coverage | *Aetna Open Choice PPO* | | *Empire Blue Cross PPO* | | *HIP* | | *CIGNA Dental PPO with Aetna, Blue Cross or HIP* | | *CIGNA Dental PPO alone* |
|---|---|---|---|---|---|---|---|---|---|
| | *2007 rates* | *2008 rates* | *2007 rates* | *2008 rates* | *2007 rates* | *2008 rates* | *2007 rates* | *2008 rates* | *2008 rates* |
| Staff member only | | | | | | | | | |
| Premium rate (price) | 705.53 | 774.87 | 406.06 | 420.88 | 476.68 | 523.38 | 53.56 | 53.56 | 53.56 |
| Contribution rate (percentage) | 4.26 | 4.84 | 2.63 | 2.76 | 3.16 | 3.59 | 0.32 | 0.32 | 0.44 |
| Staff member and one child | | | | | | | | | |
| Premium rate (price) | 1 408.17 | 1 546.37 | 810.30 | 839.67 | 871.86 | 957.26 | 107.13 | 107.13 | 107.13 |
| Contribution rate (percentage) | 7.42 | 8.44 | 4.65 | 4.88 | 4.82 | 5.48 | 0.58 | 0.58 | 0.77 |
| Staff member and spouse | | | | | | | | | |
| Premium rate (price) | 1 408.17 | 1 546.37 | 810.30 | 839.67 | 871.86 | 957.26 | 107.13 | 107.13 | 107.13 |
| Contribution rate (percentage) | 7.42 | 8.44 | 4.65 | 4.88 | 4.82 | 5.48 | 0.58 | 0.58 | 0.77 |
| Staff member and two or more eligible family members | | | | | | | | | |
| Premium rate (price) | 1 762.20 | 1 935.10 | 1 176.53 | 1 219.09 | 1 386.82 | 1 522.62 | 172.98 | 172.98 | 172.98 |
| Contribution rate (percentage) | 8.29 | 9.43 | 5.94 | 6.24 | 6.75 | 7.68 | 0.88 | 0.88 | 1.32 |

[a] The cost of the medical/dental insurance plans at Headquarters is shared between the participants and the Organization. Staff members may determine their exact contribution by multiplying their "medical net" salary (see below) by the applicable contribution rate (percentage) above.

[b] "Medical net" salary for insurance contribution purposes is calculated as gross salary, less staff assessment, plus language allowance, non-resident's allowance, post adjustment or the variable element of monthly subsistence allowance, as applicable. Actual contributions are capped at 85 per cent of the corresponding premium.

# Headquarters medical benefits — plan comparison chart

**(A more detailed summary of benefits for each plan is contained in annexes I-III)**

| Benefits | In-Network | | | Out-of-Network | |
|---|---|---|---|---|---|
| | HIP Health Plan of New York (In-Network Only) | AETNA | BLUE CROSS | AETNA | BLUE CROSS |
| **Annual Deductible** | $0.00 | $0.00 | $0.00 | Individual: $125<br>Family: $375 | Individual: $150<br>Family: $450 |
| **Insurance Coverage** | 100% | 100% | 100% | 80% after deductible | 80% after deductible |
| **Annual Out-of-Pocket Maximum** | N/A | N/A | N/A | Individual: $1,125<br>Family: $3,375<br>(w/deductible) | Individual: $1,150<br>Family: $2,950<br>(w/deductible) |
| **Lifetime Maximum** | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| **Claim Submission** | Provider files | Provider files | Provider files | You file | You file |
| **HOSPITAL BENEFITS** | | | | | |
| **Inpatient**<br>Pre-registration required | 100% | 100% | 100% | 100% | US: 80% after deductible<br>Int'l: 100% |
| **Outpatient** | 100% | 100% | 100% | 100% | US: 80% after deductible<br>Int'l: 100% |
| **Emergency Room (initial visit)** | 100%<br>Accidental injury; Sudden and serious medical condition | 100%<br>after $35 co-pay (waived if admitted within 24 hours) | 100%<br>after $35 co-pay (waived if admitted within 24 hours) | 100%<br>after $35 co-pay (waived if admitted within 24 hours) | 100%<br>after $35 co-pay (waived if admitted within 24 hours) |
| **Emergency Room visit (for non-emergency care)** | 100%<br>Urgent care covered in the United States | 80% | Not covered | 80% | Not covered |

| | | | | | |
|---|---|---|---|---|---|
| **MEDICAL BENEFITS** | | | | | |
| **Office/Home visits** | 100% | 100% after $15 co-pay | 100% after $15 co-pay | 80% after deductible | 80% after deductible |
| **Routine Physical** | 100% once every 12 months | 100% after $15 co-pay once every 24 months | 100% after $15 co-pay once every 12 months | 80% after deductible once every 24 months | 80% after deductible once every 12 months |
| **Surgery** | 100% | 100% | 100% | 80% after deductible | 80% after deductible |
| **PRESCRIPTION DRUGS** | | | | | |
| **Pharmacy** | $5.00 for generic/brand per 30-day supply | 20% co-pay up to $20 per 30-day supply | 20% co-pay up to $20 per 30-day supply | US: 60% after deductible Int'l: 80% after deductible | US: 60% after deductible Int'l: 80% after deductible |
| **Mail Order** | $2.50 for generic/brand per 30-day supply | 100% after $15 co-pay per 90-day supply | 100% after $15 co-pay per 90-day supply | N/A | N/A |
| **BEHAVIOURAL HEALTH CARE BENEFITS (must be pre-certified; benefit maximum for in-network and out-of-network combined)** | | | | | |
| **Inpatient Mental Health Care** | 100% up to 90 days per year | 100% up to 90 days per year | 100% up to 90 days per year | 100% after deductible up to 90 days per year | 80% after deductible up to 90 days per year |
| **Outpatient Mental Health Care** | 100% up to 60 visits per year | 100% up to 50 visits per year | 100% after $25 co-pay up to 60 visits per year | 80% after deductible up to 50 visits per year | 80% after deductible up to 50 visits per year |
| **Inpatient Alcohol and Substance Abuse Care** | 100% 7 days detox and 30 days rehab per year | 100% two benefit periods of up to 60 days per lifetime | 100% 7 days detox and 30 days rehab per year | 100% after deductible two benefit periods of up to 60 days per lifetime | 80% after deductible 7 days detox and 30 days rehab per year |
| **Outpatient Alcohol and Substance Abuse Care** | 100% up to 60 visits per year | 100% up to 60 visits per year | 100% up to 60 visits per year | 80% after deductible up to 60 visits per year | 80% after deductible up to 60 visits per year |

| | | | | | |
|---|---|---|---|---|---|
| **VISION CARE** | | | | | |
| **Eye Exam** | 100%<br>1 exam every<br>12 months | 100% after $15<br>co-pay<br>1 exam every<br>12 months | 100% after $15<br>co-pay<br>1 exam every<br>12 months | 80%<br>1 exam every<br>12 months | $30.00<br>1 exam every 12 months |
| **Frames and Optical Lenses** | $45 every<br>12 months for<br>frames and<br>lenses from<br>select group | Save up to 65% at<br>participating<br>centers | $10 co-pay on<br>basic frames | 80%<br>up to $100 per year | $30 for frames<br>$25 single vision lenses<br>$35 Bifocal |
| **OTHER BENEFITS** | | | | | |
| **Physical and other Therapy — Inpatient** | 100%<br>90 visits | 100% | 100%<br>60 visits | 80% | 80% after deductible<br>60 visits |
| **Physical and other Therapy — Outpatient** | 100%<br>90 visits | 100% | 100% after $15<br>co-pay<br>60 visits | 80% | 80% after deductible<br>60 visits |
| **Durable Medical Equipment** | 100% | 100% | 100% | 80% | Not covered |

**Costing of United Nations Headquarters insurance programmes**

2. All plans under the United Nations Headquarters health insurance programmes other than HIP are self-funded health benefit plans. They are not insured programmes. As such, all costs of medical services received by staff members are borne by the United Nations and by plan participants through a two-thirds to one-third cost-sharing arrangement approved by the General Assembly.[1] The cost of the programme is entirely based on the medical services provided to staff members and directly reflects the level of utilization of the plan by plan participants. The yearly contributions paid by the plan participants and the portion of the premium paid by participating United Nations entities are used to cover claim costs plus an administrative fee of approximately 5 per cent of claims.

3. Aetna, Empire Blue Cross and CIGNA provide administrative services to the United Nations based on administrative services only contracts the United Nations has with these carriers. These arrangements make it possible for the United Nations to use the carrier's eligibility and claim processing expertise and benefit from discounted services that the carriers have negotiated with medical providers in their networks.

**Annual enrolment campaign**

4. The annual enrolment campaign at Headquarters will be held from 2 to 30 June 2008. **Staff members who are currently enrolled in a United Nations health insurance plan do not need to take any action unless they wish to change plans or add eligible dependants. Staff members at Headquarters who wish to enrol, change their current plan or add eligible dependants must come in person to the Insurance and Disbursement Service to submit an application and other forms, as necessary.**

5. The staff of the Health and Life Insurance Section of the Insurance and Disbursement Service will be available during the enrolment campaign to provide information and answer specific questions regarding the health plans being offered to staff. The Insurance and Disbursement Service office is located at 304 East 45th Street, 3rd Floor, Room 300.

6. **In addition, insurance company representatives will be at the Secretariat on 2 and 3 June to provide information about the various insurance plans offered. The insurance company desks will be located in the staff activities area near the Secretariat cafeteria entrance, between the hours of 10.30 a.m. and 3 p.m.**

7. Staff members are reminded that this will be the **only** opportunity until June 2009 to enrol in the United Nations medical and dental insurance plans, to change to a different plan or to add eligible dependants, aside from the specific "qualifying" circumstances, such as marriage, divorce, death, transfer or birth or adoption of a child, regarding which special provisions for enrolment between campaigns are established (see annex VII, paras. 6-8).

8. The effective date of insurance coverage for all campaign applications whether for enrolment, change of plan or change of family coverage will be 1 July 2008.

[1] General Assembly resolution 38/235.

9. Staff members who switch coverage between the Aetna and Blue Cross plans and who have met the annual deductible or any portion thereof under either of these plans during the first six months of the year may be credited with such deductible payment(s) under the new plan for the second six months of the year, under certain conditions. The deductible credit **will not occur automatically** and can be implemented only if the staff member takes the following actions: (a) formally requests the deductible credit on the special form designed for that purpose; and (b) attaches the original explanation of benefit (EOB) statements attesting to the level of deductibles met for the staff member and/or each eligible covered dependant. The deductible credit application form, which will be available at the office of the Insurance and Disbursement Service during the enrolment campaign, must be submitted to the Health and Life Insurance Section (**not to Aetna or Blue Cross**) together with the relevant EOB statements **no later than 31 August 2008** in order to receive such deductible credit.

**Changes to plan provisions effective 1 July 2008**

10. The United Nations health insurance programmes are reviewed annually to ensure that benefit provisions continue to be competitive and are in line with benefits offered by other large organizations and government entities both in terms of the health insurance protection provided and in deductible and co-payment levels. After the normal consultative process within the Health and Life Insurance Committee[2] and the Joint Negotiation Committee[3] the following co-payment and co-insurance provisions were revised under both the Aetna and Blue Cross plans effective 1 July 2008:

(a) Office visit co-payments for in-network physician services are increased from $10.00 to $15.00 per office visit;

(b) A minimum co-payment of the lesser of $5.00 or the cost of the medication is in effect for all in-network prescription drug purchases;

(c) The co-insurance rate for all in-network prescription drug purchases is increased from 15 per cent to 20 per cent;

(d) The maximum cash outlay for prescription drug purchases is increased from $15.00 to $20.00 per medication for in-network pharmacy purchases and from $10.00 to $15.00 for mail order purchases.

The implementation of these changes restores the value of these co-payments to the levels in place when they were first adopted in 1987. It also made it possible to limit the premium increases of the Aetna and Blue Cross plans for the current renewal to the rates shown in paragraph 1 and in the table entitled "Headquarters medical and dental insurance schedule of monthly premiums and contribution rates".

[2] The Health and Life Insurance Committee was established in accordance with ST/SGB/275, and consists of a Chairperson and six members — three representing the staff and three representing the administration.

[3] The Joint Negotiation Committee was established in accordance with ST/SGB/2007/9, and consists of eight members — four representing the staff and four representing the administration.

11. Effective 1 July 2008 an election to discontinue participation in the CIGNA dental plan can only be made during annual enrolment campaigns. This change was necessary in order to eliminate the potential for abuse under this plan.

**Eligibility and enrolment rules and procedures**

12. The eligibility criteria and enrolment rules pertaining to the Headquarters medical and dental health insurance plans are defined in annex VII of the present circular.

**Mailing address**

13. **It is the responsibility of each staff member to ensure that the correct mailing address is contained in IMIS.** There are several types of addresses recorded in IMIS but only the "mailing" address is reported to the insurance carriers. As addresses are a part of a staff member's personnel profile, staff members should contact their personnel or executive offices in order to provide or update their mailing address. Please be aware that the insurance carriers only recognize addresses that are electronically transmitted to them from the United Nations. **It is also essential that the mailing address bear the United States postal abbreviation (e.g. New York and New Jersey must be designated as NY and NJ, respectively). Zip codes must also be part of the mailing address; otherwise the insurance carriers will reject the data transmission.**

14. **Incomplete or incorrect mailing addresses in IMIS will result in misdirected mail and failure to receive important correspondence, ID cards or even benefit cheques. Please, therefore, make sure that your mailing address is correct in IMIS.**

**Effective commencement and termination date for health insurance coverage**

15. Provided that application is made within the prescribed 31-day time frame, new coverage for a staff member's enrolment in a health insurance plan commences on the first day of a qualifying contract (minimum of 3 months for 100 series staff). When a contract terminates before the last day of a month, coverage will remain in place until the last day of that month.

**Movement between organizations at Headquarters, breaks in appointment and movement between payrolling offices**

16. **Important**: coverage is terminated automatically but is **not** automatically restored, for staff members:

- Whose contracts expire or who are separated from service; or
- Who transfer between Organizations e.g., United Nations, UNDP, UNICEF; or
- Who are reappointed following **any** or **no** break in employment, or following change in employment contract series; or
- Who transfer to a different payrolling office.

Most individuals whose contracts end do in fact leave the United Nations common system. However, many insured staff members are reappointed or transfer, for example, between the United Nations, United Nations Development Programme or

United Nations Children's Fund or between different United Nations payrolling offices; these staff members **must reapply** for health insurance coverage as soon as a personnel action has been generated by their employing organization. Such **reapplication** for health insurance coverage must be made within 31 days of the effective date of the reappointment or transfer. Strict attention to this requirement is necessary to ensure continuity of health insurance coverage because, as noted, separation from an organization and transfers between payrolling offices results in the automatic termination of insurance coverage at the end of the month. Staff members who transfer between organizations should also ensure that the receiving organization establishes the staff member's **household members** and **mailing address** in its database so that coverage can be reinstated under the receiving organization.

**Cessation of coverage of staff member and/or family members**

17. Staff members are to immediately notify the Health and Life Insurance Section of changes in the member's family that result in a family member ceasing to be eligible, for example, a spouse upon divorce or a child marrying or taking up full-time employment. **Other than with respect to the children reaching age 25, the responsibility for initiating the resulting change in coverage (e.g., from "staff member and spouse" to "staff member only" or from "family" to "staff member and spouse") rests with the staff member.** Staff members wishing to discontinue their coverage, or that of an eligible family member, must communicate the instruction to the Health and Life Insurance Section in writing. It is in the interest of staff members to notify the Health and Life Insurance Section promptly whenever changes in coverage occur, in order to benefit from any reduction in premium contribution which may result. Changes will be implemented on the first of the month following receipt of an approved written notification. **No retroactive refund of contribution can be made as a result of the staff member's failure to provide timely notification of any change to the Health and Life Insurance Section.**

**Insurance enrolment resulting from loss of employment of spouse**

18. Loss of coverage under a spouse's health insurance plan owing to the spouse's loss of employment beyond his or her control is considered a qualifying event for the purpose of enrolment in a United Nations Headquarters programme, provided that the staff member is otherwise eligible to participate in the programme. Application for enrolment in a United Nations plan under these circumstances must be made within 31 days of the qualifying event. In addition, application for coverage under this provision must be accompanied by an official letter from the spouse's employer, certifying the termination of employment and its effective date.

**After-service health insurance**

19. Staff members are reminded that, among the eligibility requirements for after-service health insurance coverage, the applicant must be enrolled in a United Nations scheme at the time of separation from service. **Enrolment in the after-service health insurance programme is not automatic. Application for enrolment must be made within 31 days prior to, or immediately following, the date of separation.** Full details on the eligibility requirements and administrative procedures relating to after-service health insurance coverage are set out in

administrative instruction ST/AI/2007/3, dated 1 July 2007. A copy of this administrative instruction is provided for your reference in annex VIII.

**Conversion privilege**

20. Participants who cease employment with the United Nations and are not eligible for after-service benefits may arrange for medical coverage under an individual contract. This provision applies to all Headquarters **medical plans**. The conversion privilege means that the insurer cannot refuse to insure an applicant and that no certification of medical eligibility is required. **However, the conversion privilege does not mean that the same insurance premium rates or schedule of benefits in effect for the United Nations group policy will be offered in respect of individual insurance contracts.** Unless the separating staff member has had a history of poor health, exercising the conversion privilege will normally be more costly than acquiring new insurance coverage. It should be noted, moreover, that the conversion privilege may be exercised only for separating staff who continue to reside in the United States, as the insurers cannot write individual policies for persons residing abroad. **The conversion privilege must be exercised within 31 days of the date of separation.** Details concerning conversion to individual policies under Aetna, Empire Blue Cross and the HIP Health Plan of New York should be obtained from the companies directly. The CIGNA dental plan does not have a conversion option.

**Claim filing time limits**

21. Subscribers should note that claims for reimbursement must be received by the plans' administrators not later than two years from the date on which the health expense was incurred. **Claims received by Empire Blue Cross, Aetna or CIGNA, later than two years after the date on which the expense was incurred will not be eligible for reimbursement.**

**Claims and benefit enquiries and disputes**

22. Claims questions must be addressed directly with the insurance company concerned and in the case of disputed claims the staff member is to exhaust the appeal process with the insurance company before requesting assistance from the Health and Life Insurance Section. Addresses and relevant telephone numbers of the insurance companies are listed in annex IX. The staff of the Health and Life Insurance Section is available to advise staff members on problematic claims issues and administrative matters concerning participation in the Headquarters insurance plans.

23. Staff members are reminded that the plan outlines in the annexes to the present document constitute summaries of the benefits. More detailed descriptions of the benefits in the Aetna, Blue Cross, HIP and CIGNA programmes, including most exclusions and limitations, are posted on the Health and Life Insurance Section website (http://www.un.org/insurance). **In the event of a claim dispute, resolution of such dispute will be guided by the terms and conditions of the policy or contract in question. The final decision rests with the insurance company (in the case of HIP) or the plan administrator (in the case of Aetna, Blue Cross and CIGNA), and not with the United Nations.**

**Other information**

24. Except for HIP, the United Nations Headquarters medical insurance and dental insurance programmes are "experience-rated". This means the premiums each year are based on the cost of medical or dental treatment received by United Nations participants in the prior year, plus the expected effect of higher utilization and inflation, plus the appropriate allowance for administrative expenses. The underlying elements in the cost of health insurance for Headquarters programme participants are therefore: (a) continuing growth in utilization of services and medications; (b) continuing increases in prices for services and medications; and (c) expenses that are incurred predominantly in the New York City area, which is a high-cost health-care market. In a year following a period of heavy utilization, premium increases are likely to be relatively high. Conversely, if utilization in the prior year has been moderate, the premium increase in the subsequent year will likely be moderate. The yearly premiums are calculated to meet medical expense and administration costs in the forthcoming 12-month contract period. The underlying cost of medical expenses is normally about 95 per cent of the premium, and administrative expenses make up the 5 per cent remainder. Each year the expected overall costs of the programme are first expressed as premiums and then borne collectively by the participants and by the Organization in accordance with the sharing ratios set by the General Assembly.

25. The HIP plan is "community-rated". This means HIP premiums are based on the average medical cost of all employers who purchase the same kind of coverage from HIP, and not just that of United Nations participants. The New York State Insurance Department regulates the premium rates for community-rated programmes such as HIP.

**Accessing the websites of the Health and Life Insurance Section and of the insurance providers**

26. The Health and Life Insurance Section Internet website can be accessed at http://www.un.org/insurance. Within the website, you will find information about the United Nations programmes, relevant forms and, through computer links, lists of health-care service providers that participate in the various programmes. Detailed descriptions of the Aetna, Blue Cross, and CIGNA programmes are also posted to the website. The site is intuitive and therefore easy to navigate.

27. Online provider directories are available to search for: (a) health-care providers; (b) physicians; (c) participating hospitals; (d) pharmacies; (e) medical equipment suppliers; and (f) dentists. Please refer to the following chart, which provides the Internet address for each carrier, as well as related instructions. Subscribers may search by location and/or by name.

## Provider Internet websites

| *Online provider directories* | *Instructions* |
|---|---|
| Aetna<br>http://www.aetna.com/docfind/index.html | 1. Click on "Go to DocFind".<br>2. Select the search criteria to be used and enter the geographical information.<br>3. Select a search category, such as "Specialists", "Vision One locations" or "Medical Hospitals".<br>4. Under "Select a Plan" choose "Aetna Standard Plans". Then select "Open Choice PPO" from the Health Plan menu.<br>5. Click on the "Continue" button to see the list of providers. If there are matches for the criteria you selected, you will be presented with a summary list of results. |
| Empire Blue Cross<br>http://www.empireblue.com | 1. Click on "Visitors" or "Members" at the top of the menu in the upper left-hand corner of the home page.<br>2. Click on "Enter", where it says "To enter site, click here" in the upper middle of the page.<br>3. Select "Find a Doctor" on the left of the page. This selection allows you to find a doctor or hospital locally or across the country.<br>4. Follow the prompts depending on your selection. |
| HIP Health Plan of New York<br>https://www.hipusa.com/employers/allforms.asp | 1. Click on "provider search" at top right.<br>2. Select "Member" or "Non-Member" and then a "provider type" (PCP, Specialist or Hospital) and select "Continue".<br>3. Under the title "Select Plan" choose "HIP Prime" and under "Network", select "Prime".<br>4. You may refine your search by entering the name of a provider, or by proximity: zip code; languages spoken, area of specialization or hospital affiliation. |
| CIGNA<br>http://www.cigna.com/ | 1. Select "Provider Directory" at the top of the home page.<br>2. Select "Dentist" on "What type of provider are you looking for?"<br>3. Select "Search by name" and "Enter zip code OR city and state" if you already know the dentist's name.<br>4. For a new dentist, select "Enter zip code OR city and state" and select the distance you are willing to travel.<br>5. Click on "Next" button.<br>6. On "Select your plan" choose "Managed care plan with open access to dentists for Cigna Dental PPO".<br>7. Select "Specialty" on drop-down menu (i.e., Endodontics, General Dentistry, etc.).<br>8. Select "Language spoken" preference.<br>9. Click on "Continue" button to view search results. |

# Annex I

## Empire Blue Cross PPO

### Plan outline

The Empire Blue Cross PPO plan provides in-network benefits, including an extensive network of participating providers covering most medical specialties, as well as out-of-network (non-network) benefits. A network of physicians covering New York City, the New York metropolitan area and nationally, participate in the Empire Blue Cross PPO plan and accept as payment a fee schedule arranged with Empire Blue Cross. When treatment is rendered by an in-network provider, the only charge to the participant is a small co-payment, mostly $15 (for a few specific services co-payments vary between $0 and $35). On the other hand, the participant may also be treated by a physician who is not a participating practitioner in the plan. **Covered medical services rendered by non-participating (out-of-network) providers will be reimbursed at 80 per cent, subject to the deductible and 20 per cent co-insurance and subject to the providers' fees falling within reasonable and customary norms.**

If a participating physician refers a patient to another provider who is non-participating, the deductible and 20 per cent co-insurance will apply to reimbursement of the cost of the services rendered by the non-participating provider, including mental health providers.

A number of diagnostic laboratories are participating providers under the Empire Blue Cross PPO plan. When laboratory tests are required, it is important that the physician be advised to send the tests to a participating laboratory, if possible. If this is done, the cost of the test will be paid in full and will not be subject to the normal deductible and co-insurance.

### Premiums

Effective 1 July 2008, overall premiums for the Blue Cross plan will increase by 3.6 per cent. The new premium rates and related percentages of salary contribution are shown in the table entitled "Headquarters medical and dental insurance schedule of monthly premiums and contribution rates". More information is provided in paragraph 24.

### Benefits

The benefits under the Empire Blue Cross PPO plan are summarized in this annex; please review this information carefully. It should be noted that in-network physician co-payments and co-payment and co-insurance provisions related to in-network prescription drug coverage have changed effective 1 July 2008.

### Services for which precertification is required

Precertification of hospital and other institutional services with the Medical Management Program (telephone: **1-800-982-8089**) is required. The United Nations **staff member is responsible for calling** this number to obtain the required precertification. The reason for this is constructive, as precertification ensures that (a) all expenses related to the hospitalization or treatment will be covered and (b) that a hospitalization case is medically monitored from the first day of admission

so that if complications should arise, or if after-hospital care should be required, the case may be managed promptly and effectively.

**The Blue Cross programme imposes a benefit penalty for failure to precertify a service when required. Therefore it is important that you take note of the circumstances when precertification is required:**

When to call the Medical Management Programme

- At least two weeks prior to any planned surgery or hospital admission. This applies to ambulatory surgery as well as inpatient surgery;
- Within 48 hours of an emergency hospital admission;
- Within the first three months of pregnancy and no more than one business day after the actual delivery;
- Prior to receiving home health care or home infusion therapy services (the network vendor must call medical management to precertify benefits);
- Prior to admission to a skilled nursing facility;
- Prior to receiving hospice care;
- Prior to receiving physical, occupational, speech or vision therapy;
- Prior to receiving air ambulance service;
- Prior to cardiac rehabilitation;
- Prior to renting or purchasing durable medical equipment, prosthetics or orthotics (the network vendor must call medical management to precertify);
- Prior to receiving magnetic resonance imaging scans, magnetic resonance angiography scans (MRI or MRA), PET/CAT scans, or nuclear cardiology scans.

With respect to mental health care and alcohol and substance abuse treatments, pre-approval must be sought directly from Empire Behavioral Health Services (**1-800-342-9816**).

*Medical management penalties*

**If you do not comply with the precertification requirement, your hospital or facility benefits may be reduced** as follows (does not apply for providers outside the United States):

- Inpatient hospital admissions, ambulatory surgery, cardiac rehabilitation and home health care, hospice care, occupational speech and vision therapy, physical therapy, MRIs, and skilled nursing facilities — 50 per cent up to $2,500 maximum per admission;
- Home infusion therapy and prosthetics, orthotics and durable medical equipment (vendor is penalized, member is held harmless).

**Home health care**

Home health care is covered at 100 per cent and is limited annually to 200 visits of up to 4 hours per visit. To be eligible for reimbursement, home health care must be

prescribed by a physician and determined to be medically necessary. A written prescription or home health-care treatment plan is required as well as any supporting documentation from the physician to facilitate Empire Blue Cross' review of a claim for the payment of benefits. It is also a requirement (subject to a monetary penalty) that proposed home health-care services be submitted to the Blue Cross Medical Management Program for a predetermination of benefits payable prior to contracting with a nursing or home health-care agency. Services provided at home need not follow a hospital confinement.

It is important to note that covered home health-care services **exclude** all types of "custodial care" services. Custodial care services are categorized as personal care and comprise services designed to help a person perform activities of daily living, which include, among other activities, assistance with bathing, eating, dressing, toileting, continence and transferring. Custodial services can be performed at home or in facilities such as nursing homes, adult day-care centres and assisted living facilities. Custodial care services may be of a short-term nature or provided on a long-term basis. Health insurance plans, including the Empire Blue Cross PPO plan, do not provide coverage for custodial care.

**Worldwide participating Blue Cross hospitals and providers**

Subscribers to Empire Blue Cross health insurance plans have the benefit of a network of hospitals worldwide which accept the Empire Blue Cross ID card and which bill Empire Blue Cross directly for any medical services rendered. A list of these hospitals and providers may be obtained by selecting BlueCard Worldwide from the following Internet site:

http://www.bcbs.com/coverage/bluecard

Upon accessing Blue Cross worldwide hospitals, you will obtain instructions regarding how to proceed when you need health care outside of the United States, in addition to being able to view a list of Blue Cross worldwide hospitals.

**When you need health care outside the United States**

If you need emergency medical care, go to the nearest hospital. Call the BlueCard Worldwide Service Center at 1.800.810.BLUE (2583) or call collect at 1.804.673.1177 if you are admitted.

If you need non-emergency inpatient medical care, you must call the BlueCard Worldwide Service Center. The Service Center will facilitate hospitalization at a BlueCard Worldwide hospital or make an appointment with a doctor. It is important that you call the BlueCard Worldwide Service Center in order to obtain access for inpatient care without pre-payment. The Service Center is staffed with multilingual representatives and is available 24 hours a day, 7 days a week.

**Claims filing and payment information for health care outside the United States**

In the case of inpatient care at a BlueCard Worldwide® hospital that was arranged through the BlueCard Worldwide Service Center, 1.800.810.BLUE (2583), the provider files the claim for you.

For all outpatient and professional medical care, you pay the provider and submit a claim. You may also have to pay the hospital (and submit a claim) for inpatient care

**obtained from a non-BlueCard Worldwide® hospital or when inpatient care was not arranged through the BlueCard Worldwide Service Center.**

**To submit a claim, complete an International Claim Form and send it along with itemized bills and proof of payment to the BlueCard Worldwide Service Center. The claim form must be completed fully otherwise it will be returned to you and payment will be delayed.**

## EMPIRE BLUE CROSS PPO SUMMARY OF BENEFITS

| BENEFITS | IN-NETWORK[a] | OUT-OF-NETWORK |
|---|---|---|
| **ANNUAL DEDUCTIBLE**<br>Individual<br>Family | <br>$0<br>$0 | <br>$150<br>$450 |
| **INSURANCE COVERAGE**<br>**(% at which the plan pays benefits)** | 100% | 80% |
| **ANNUAL OUT-OF-POCKET MAXIMUM**<br>Individual<br>Family | <br>$0<br>$0 | <br>$1,150<br>$2,950<br>(includes annual deductible; network and prescription drug co-pays do not count towards the out-of-pocket limit) |
| **LIFETIME MAXIMUM** | Unlimited | |
| **DEPENDENT CHILDREN** | Covered to end of calendar year in which child reaches age 25 | |
| **CLAIM SUBMISSION** | **PROVIDER** files claims | **YOU** file claims |
| **HOSPITAL SERVICES AND RELATED CARE COVERAGE** | | |
| **Inpatient[b] (except behavioural health)**<br>- Unlimited days — semi-private room and board<br>- Hospital-provided services<br>- Routine nursery care | 100% | 80% after deductible within the United States<br>100% outside the United States |
| **Outpatient**<br>- Surgery and ambulatory surgery[b]<br>- Pre-surgical testing (performed within 7 days of scheduled surgery)<br>- Blood<br>- Chemotherapy and radiation therapy<br>- Mammography screening and cervical cancer screening | 100% | 80% after deductible within the United States<br>100% outside the United States |
| **MANDATORY PRE-REGISTRATION[b]**<br>**(1-800-982-8089)**<br>Refer to *"When to call the Medical Management Program"* above | **Pre-registrations are your responsibility** | **Pre-registrations are your responsibility** |
| ***(For emergency admission, call within 48 hours or next business day if admitted on weekend)*** | | |
| **Hospital Emergency Room[c] (initial visit)**<br>- Accidental injury<br>- Sudden and serious medical condition | 100% including physician's charges after $35 co-pay (waived if admitted within 24 hours) | 100% including physician's charges after $35 co-pay (waived if admitted within 24 hours) |
| ***Emergency Room visit for non-emergency care is not covered*** | | |
| **Ambulance** | 100% up to the allowed amount | |
| **Air Ambulance (transportation to nearest acute care hospital for emergency inpatient admissions)** | 100% | |

| BENEFITS | IN-NETWORK | OUT-OF-NETWORK |
|---|---|---|
| **Home Health Care**[b,d]<br>- Up to 200 visits per calendar year<br>- Home Infusion Therapy | 100%<br>100% | - 80% within the United States (deductible does not apply)<br>- 100% outside the United States<br>- Covered in-network only |
| **Outpatient Kidney Dialysis**<br>Home, hospital based or free-standing facility treatment | 100% | 80% after deductible |
| **Skilled Nursing Facility**[b]<br>Up to 120 days per calendar year | 100% | In-network only within the United States<br>80% after deductible outside the United States |
| **Hospice**[b]<br>Up to 210 days per lifetime | 100% | In-network only |
| **PHYSICIAN SERVICES AND OTHER MEDICAL BENEFITS (excluding behavioural health and substance abuse care)** | | |
| **Office/Home Visits/Office Consultations** | 100% after $15 co-pay | 80% after deductible |
| **Surgery** | 100% | 80% after deductible |
| **Surgical Assistant**[e] | 100% | 80% after deductible |
| **Anaesthesia**[f] | 100% | 80% after deductible |
| **Inpatient Visits/Consultations** | 100% | 80% after deductible |
| **Maternity Care** | 100% after initial visit | 80% after deductible |
| **Diagnostic X-rays** | 100% | 80% after deductible |
| **Lab Tests** | 100% | 80% after deductible |
| **Chemotherapy and Radiation Therapy**<br>Hospital outpatient or physician's office | 100% | 80% after deductible |
| **MRIs/MRAs, PET/CAT scans and nuclear cardiology scans**[b] | 100% | 80% after deductible |
| **Cardiac Rehabilitation**[b] | 100% after $15 co-pay | 80% after deductible |
| **Second Surgical Opinion**[g] | 100% after $15 co-pay | 80% after deductible |
| **Second Medical Opinion for Cancer Diagnosis** | 100% after $15 co-pay | 80% after deductible[h] |

| | | |
|---|---|---|
| **Allergy Testing and Allergy Treatment** | 100% after $15 co-pay per office visit for testing<br>100% for treatment visits | 80% after deductible |
| **Prosthetic, Orthotics, Durable Medical Equipment**[i] | 100% | In-network only |
| **Medical Supplies** | 100% | 100% up to the allowed amount |
| **PREVENTIVE CARE** | | |
| **Annual Physical Exam** | 100% after $15 co-pay | 80% after deductible |
| **Diagnostic Screening Tests** | 100% | 80% after deductible |
| **Prostate Specific Antigen (PSA) Test** | 100% | 80% after deductible |
| **Well-woman Care** | 100% after $15 co-pay | 80% after deductible |
| **Mammography Screening** | 100% | 80% after deductible |
| **Well-child Care (including recommended immunizations)**[d]<br>- Newborn: 1 in-hospital exam at birth<br>- Birth to age 1: 7 visits<br>- Ages 1 through 2: 3 visits<br>- Ages 3 through 6: 4 visits<br>- Ages 7 up to 19th birthday: annual visits | 100% | 100% |
| **PHYSICAL THERAPY AND OTHER SKILLED THERAPIES** | | |
| **Physical Therapy**[b]<br>- 60 inpatient visits, and | 100% | 80% after deductible |
| - 60 visits combined in home, office or outpatient facility | 100% after $15 co-pay | 80% after deductible |
| **Occupational, Speech, Vision**[b]<br>30 visits combined in home, office or outpatient facility | 100% after $15 co-pay | 80% after deductible |
| **BEHAVIOURAL HEALTH AND SUBSTANCE ABUSE SERVICES** | | |
| **Mental Health Care**[dj]<br>- Up to 90 inpatient days per calendar year<br>- Up to 60 outpatient visits in office or facility<br>- Up to 90 professional visits per calendar year while in an inpatient facility | 100%<br>100% after $25 co-pay per visit<br>100% | 80% after deductible |

| BENEFITS | IN-NETWORK | OUT-OF-NETWORK |
|---|---|---|
| **Outpatient Alcohol and Substance Abuse**[d,j]<br>Up to 60 outpatient visits which include 20 family counselling visits per calendar year | 100% | 80% after deductible |
| **Inpatient Alcohol and Substance Abuse**[d,j]<br>Up to 7 days detoxification and 30 days rehabilitation per calendar year | 100% | 80% after deductible |
| **PRESCRIPTION DRUG BENEFITS** | | |
| **Card Program 30-day supply (800)-839-8442** | 20% co-pay with $5 minimum and up to a maximum of $20 per prescription | ***Within US***: 60% after deductible<br>***Outside US***: 80% after deductible (claim form must be filed for reimbursement) |
| **Mail Order / Caremark (888)-266-5691** | 100% after $15 co-pay for up to a 90-day supply from participating mail order vendor | |
| **VISION CARE PROGRAM** | | |
| **Davis Vision (888) 393-2583**<br>**(in-network only through a designated group of providers)** | - $15 co-pay for 1 exam every 12 months<br>- $10 co-pay for basic frames<br>- $35 co-pay for non-plan eyewear allowance | *Out-of-network allowances*<br>Exams: $30<br>Frames: $30<br>Lenses:<br>Single vision $25<br>Bifocal $35<br>Trifocal $45<br>Contact $75 |
| **OTHER HEALTH CARE** | | |
| **Acupuncture** | 100% after $15 co-pay | 80% after deductible |
| **Chiropractic Care** | 100% after $15 co-pay<br>$1,000 annual limit | 80% after deductible<br>$1,000 annual limit |
| **Hearing Exam (every 3 years)** | 100% after $15 co-pay | 80% after deductible |
| **Hearing Appliance** | Not covered | Not covered |

[a] In-network services (except Mental Health or Alcohol/Substance Abuse) are those from a provider that participates with Empire or another Blue Cross Blue Shield Plan through the BlueCard Program, or a participating provider with another Blue Cross Blue Shield Plan that does not have a PPO network and does accept a negotiated rate arrangement as payment-in-full.
[b] Medical Management Program must pre-approve or benefits will be reduced 50 per cent up to $2,500.
[c] If admitted, Medical Management must be called within 24 hours or as soon as reasonably possible.
[d] Combined maximum visits for in-network and out-of-network services.
[e] If the surgical assistant is an out-of-network provider and is assisting a participating surgeon, payment will be made in full.
[f] If the anaesthesiologist is an out-of-network provider but is affiliated with a participating hospital, payment will be made in full.
[g] Charges to members do not apply if the second surgical opinion is arranged through the Medical Management Program.
[h] If arranged through the Medical Management Program, services provided by an out-of-network specialist will be covered as if the services had been in-network (i.e., subject to the in-network co-payment).
[i] In-network vendor must call Medical Management to precertify.
[j] Empire Behavioral Health Services must pre-approve or benefits will be reduced 50 per cent up to $2,500. Out-of-network mental health care does not require precertification; however, outpatient alcohol and substance abuse visits must be precertified. In-network mental health services are those from providers that participate with Empire Behavioral Health Services.

**Discount prescription drug programme (Empire Pharmacy Management)**

The Blue Cross Empire Pharmacy Management (EPM) discount prescription drug programme is administered by Caremark. EPM delivers significant savings both to programme participants and to the Organization because of significant price discounts obtained from participating pharmacies. EPM provides a retail pharmacy network as well as a mail order pharmacy through Caremark.

Significant cost savings are passed on to participants in either a participating retail pharmacy or the mail order pharmacy. In respect of drugs obtained at participating retail pharmacies, the discounts are at least 15 per cent off the average wholesale price (AWP) of the drug.

If the physician does not write "Dispense as Written" or "DAW" on the prescription, the pharmacist will fill the prescription with a therapeutically equivalent generic drug if one is available. Discounts for generic drugs are typically higher than for brands, and the discount off the AWP may average 40 per cent or more, depending on the particular generic drug dispensed. The discount for maintenance drugs obtained through Caremark will range from 18 per cent to as high as 50 per cent off AWP, again depending on whether a generic equivalent to the brand-name drug is dispensed. (Maintenance drugs are drugs used on a continual basis for the treatment of chronic health conditions.) Whenever a prescription carries the words "Dispense as Written" or "DAW", the pharmacist or mail order pharmacy will fill the prescription accordingly and no substitution will be made.

The procedure under which prescription drugs are reimbursed through the Empire Pharmacy Management programme is as follows: written prescriptions for drugs are presented at a participating pharmacy of one's choice **along with the Empire Blue Cross PPO card** (please refer to annex VI). The pharmacist will fill the prescription for up to a 30-day supply and charge a co-insurance of 20 per cent on the discounted price of the drug. The minimum co-insurance will be the lesser of the cost of the prescription or $5 and the maximum co-insurance amount will be $20 per prescription. No claim form is required for prescriptions filled at participating pharmacies.

Prescriptions for maintenance drugs may provide for up to a 90-day supply and are filled through the Caremark mail order facility, which will charge a fixed $15 co-payment per 90-day prescription. The Caremark claim form supplied with the Empire Blue Cross PPO card should be utilized for ordering maintenance drugs by mail. A new order form will be sent back to you with each filled prescription. The address and telephone number of the mail order prescription drug facility is as follows:

Caremark
P.O. Box 961066
Fort Worth, TX 76161-0066

Tel. No. (800) 839-8442

It should be noted that New York State law requires pharmacists to dispense an approved generic equivalent drug instead of the brand-name drug, when the doctor does not indicate "Dispense as Written" or "DAW" on the prescription. If your doctor does not specify "DAW" when a generic drug is available, and **you request** a

brand-name drug, you must pay your normal co-pay PLUS the difference between the generic drug's allowed amount and the price of the brand-name drug.

As the prescription drug programme is administered separately by Empire Pharmacy Management, the annual deductible under the Empire Blue Cross PPO plan will **not** be applied to prescription drugs. At the same time, the prescription drug co-payment will also **not** count towards meeting the annual co-insurance limit of $1,000.

**Prescription drugs obtained outside the United States or within the United States but not through the Empire Pharmacy Management AdvanceRX participating network** will be reimbursed but you must submit a claim form to the Blue Cross claims office at the following address in order to obtain reimbursement:

Empire BCBS (EPM)
Pharmacy Unit
P.O. Box 5099
Middletown, NY 10940-9099

Tel. No. (800) 839-8442

There is a special claim form for this purpose that you can obtain online at the insurance website or directly from Empire Blue Cross. **Claims that you submit to the Empire Pharmacy unit will be subject to the annual deductible for the medical programme, and to co-insurance.** Claims for prescription drugs dispensed outside the United States will be reimbursed at 80 per cent after the deductible, while claims for prescription drugs dispensed within the United States but **not** through the Empire Pharmacy Management programme will be reimbursed at the rate of 60 per cent after the deductible. In addition, the 20 or 40 per cent co-insurance that you pay for such drugs will not count towards meeting the annual co-insurance limit of $1,000.

**Behavioural health and substance abuse benefits**

Inpatient care for the treatment of mental and nervous conditions and substance abuse as well as in-network, outpatient treatment by a psychiatrist, clinical psychologist or psychiatric social worker requires prior approval by Empire Behavioral Health Services (1-800-342-9816).

**Vision Care**

A full schedule of Vision Care benefits is provided at the end of this section. Vision care benefits are provided to UN programme participants by Davis Vision under contract to Empire Blue Cross.

To find a participating Davis Vision Network provider in your area, simply call 1-888-EYEBLUE (1-888-393-2583) between 9 a.m. and 5 p.m. weekdays, **or visit their website at http://www.davisvision.com.**

The vision care benefits include an eye exam and eyewear, consisting of a select group of frames, or contact lenses once every 12 months. You are **not** required to purchase the eyewear at the time of the examination, nor are you required to purchase the covered eyewear from the same provider who rendered the eye examination.

| *Service* | *Amount you pay* |
|---|---|
| Eye exam | $15.00 |
| Frames (limited selection) | $10.00 |
| Premier frames | $40.00 |
| Soft contact lenses — per pair (standard daily wear) | $10.00 |
| Disposable Contact Lens | $10.00 |
| Single vision lenses | $0 |
| Bifocal lenses | $0 |
| Trifocal lenses | $0 |
| Premium Progressive addition lenses | $90.00 |
| Blended segment lenses | $20.00 |
| Photochromatic or Supershield single vision lenses | $20.00 |
| Photochromatic or Supershield multifocal lenses | $20.00 |
| Ultraviolet coating | $12.00 |
| Reflection-free coating | $35.00 |
| Polaroid lenses | $75.00 |
| Polycarbonate lenses | $30.00 |
| High index lenses | $55.00 |
| Transition lenses | $65.00 |

In addition, vision care benefits include a $35 allowance for non-plan frames and a $75 allowance for non-plan contact lenses. Note: "non-plan" means purchased at Davis Vision but not from the plan-approved lenses or frames. Davis Vision will advise you on the plan-approved lenses and frames at the time of your visit.

Out-of-network Vision Care allowances are also available. These include $30 for an eye exam with a non-plan provider, and an out-of-network allowance of $30 for frames, $25 for single vision lenses, $35 for Bifocal lenses and $45 for Trifocal lenses, or there is an out-of-network contact lens allowance of $75. Claims for out-of-network allowance must be submitted to Davis Vision for reimbursement, not to Empire Blue Cross. The Davis Vision claim form can be printed at their website which is

http://www.davisvision.com.

*Laser vision correction*: Participants are reminded that discounts are available for laser vision correction from Davis Vision. To receive information regarding the laser vision correction savings, go to http://www.davisvision.com on the Internet and click on "laser vision correction" and proceed to "laser vision correction program", which will require your Blue Cross member ID number (the number on your Blue Cross card) or login name and password. If you have not yet established a login name and password, go to www.empireblue.com and register by entering "member" in the "I am a:" drop-down menu and clicking on the "register" button. For more information on the laser vision correction programme, contact Davis Vision at 1-877-92DAVIS.

**Retirees enrolled in U.S. Medicare Part B**

If you participate in U.S. Medicare Part B and visit a Blue Cross physician or pharmacy, the programme reimburses the $15 doctor visit co-pay, and the 20 per cent pharmacy co-pay up to a maximum of $20 per prescription. Please note that Blue Cross also reimburses the Medicare Part A deductible and co-insurance for individuals who are enrolled in Part A, and the Part B deductible and co-insurance for individuals who are enrolled in Part B whenever the expenses in question are incurred in the course of treatment rendered by a provider on the Blue Cross preferred list.

**Exclusions and other provisions**

Certain expenses are not covered under the Empire Blue Cross PPO plan. These comprise expenses for services or supplies not deemed by Empire Blue Cross as being necessary, reasonable and customary or not recommended by the attending physician. There are also certain exclusions and limitations under the plan. For example, long-term care, cosmetic surgery and certain experimental or investigational procedures are not covered. In addition, inoculations for travel purposes are not covered. If a participant has any question as to whether a medical procedure or service will be recognized by Empire Blue Cross as reimbursable under the plan, Empire Blue Cross should be contacted at 1-800-342-9816 prior to commencement of treatment.

**Recourse if a claim is denied**

If Empire Blue Cross denies a claim in whole or in part, the subscriber has the right to appeal the decision. Empire Blue Cross will send written notice of the reason for the denial. The subscriber then has 60 days to submit a written request for review. Empire Blue Cross will send a written decision with an explanation within 60 days of receiving the appeal. If special circumstances require more time, Empire Blue Cross can extend the review period up to 120 days from the date the appeal was received. For a review of a hospital or medical claim, write to:

Empire Blue Cross Blue Shield
PPO Member Services
P.O. Box 1407
Church Street Station
New York, NY 10008-1407

**Time limit for filing a claim**

Subscribers should note that claims for reimbursement must be received by Empire Blue Cross no later than two years from the date on which the medical expense was incurred. **Claims received by Empire Blue Cross later than two years after the date on which the expense was incurred will not be eligible for reimbursement.**

**Empire's Internet site**

Subscribers in the Empire Blue Cross PPO plan are encouraged to activate an account on Empire Blue Cross' website which permits participants to more effectively manage their coverage. The site is called **Empireblue.com** and can be accessed directly at www.empireblue.com.

Empireblue.com allows you to access the following services 24 hours a day, 7 days a week:

- Check and resolve claims
- Get personalized health information
- Request ID cards
- Research and choose doctors
- Print an explanation of benefits
- Update your address[a]

To register on the Empire Blue Cross site:

- Click on "Register" in the Member Services window
- Enter your name, member ID number and date of birth
- Create your own personal password and login ID
- Request, and then enter your personal activation key

If you have any problems registering, please call Empire Blue Cross at 1-877-603-0923. Each member of your household over the age of 18 must register separately, and members under 18 can access their information through their parents' or guardians' personal home page.

[a] *Important*: If you update your address on the Empire Blue Cross site, please also request your Executive Office to update your mailing address in IMIS; otherwise, the IMIS address that the United Nations has on file will supersede your Blue Cross update in the next following month.

# Annex II

## Aetna Open Choice PPO

### Plan outline

The Aetna Open Choice PPO offers worldwide coverage for hospitalization and surgical, medical and prescription drug expenses. Under this plan, medically necessary treatment for a covered illness or injury may be obtained at a hospital or from a physician of one's own choosing, whether an in-network or out-of-network provider.

Participants can choose if they wish to go to a doctor who is in-network and pay only $15 per visit or treatment without any further need to file a claim with Aetna. Alternatively, participants may elect to receive treatment from any physician not in the network and obtain reimbursement by filing a claim with Aetna, subject to the annual deductible, the normal co-insurance and subject to the providers' fees falling within reasonable and customary norms.

For out-of-network services, when a participant has met the annual deductible of $125 per individual ($375 per family) and a further $1,000 in co-insurance per covered individual (limited to $3,000 per family), Aetna will reimburse at 100 per cent all further covered expenses incurred in the year, subject to the requirement that they be medically necessary and "reasonable and customary" as determined by Aetna. The deductible and co-insurance requirement must be met each calendar year. There is no lifetime reimbursement limit under the Aetna plan. When a participant is treated by a network physician, paying the fixed $15 co-payment for each visit, it is important to note that those $15 amounts do not count towards meeting the deductible or the out-of-pocket expense limit referred to above.

### Aetna Global Benefits

Aetna Global Benefits provides claim services for active and retired staff who meet the following eligibility requirements:

- Participate in the Aetna Medical programme, and
- Have an established principal residence outside the United States or
- Are on mission assignment of six months or more outside the United States.

The Aetna Global services are fully described in ST/IC/2005/55, including instructions for filing claims and obtaining reimbursement for covered expenses.

Aetna members who are eligible for Aetna Global services are automatically issued the Aetna Global ID card and have toll-free access to Aetna's Tampa, Florida service center 24 hours a day, 7 days a week, 365 days a year. The Tampa service center is solely dedicated to serving programme participants who reside outside of the United States. It is staffed by Aetna personnel who are knowledgeable of international health care, including multiple language capability on-site.

The Aetna Global ID cards contain a logo identifying the holder of the card to hospitals outside the U.S. with which Aetna has negotiated direct-payment arrangements and, in many cases, discounted prices. There are presently more than 700 such hospitals and the contracted hospitals in each country and city can be found at the Aetna Global website (www.aetnaglobalbenefits.com).

Aetna Global Benefits is an Aetna subsidiary. The services provided by Aetna Global are administrative only. There is no effect on your, or your family's, benefits or contributions as participants in the Aetna programme including the appropriate reimbursement based on whether the individual receives health-care services "in-network" (from a provider on Aetna's list) or "out-of-network" (from a provider not on Aetna's list).

**Premiums**

Effective 1 July 2008, premiums for the Aetna plan will increase by 9.8 per cent. The premium rates and related percentages of salary contribution are shown in the table entitled "Headquarters medical and dental insurance schedule of monthly premiums and contribution rates". More information is provided in paragraph 24.

**Benefits**

The benefits under the Aetna Open Choice PPO plan are summarized in this annex; please review this information carefully. It should be noted that in-network physician co-payments and co-payment and coinsurance provisions related to in-network prescription drug coverage have changed effective 1 July 2008.

Participants are reminded of the following particular provisions in the plan:

*Private duty nursing and home health care*. Private duty nursing is covered on an in-home basis only (no in-hospital benefit). In addition, the benefit is limited to $5,000 per year, with a $10,000 lifetime maximum. Home health care is covered at 100 per cent and is limited annually to 200 visits of up to 4 hours per visit. To be eligible for reimbursement, both private duty nursing and home health-care services must be prescribed by a physician and determined to be medically necessary. A written prescription or home health-care treatment plan is required as well as any supporting documentation from the physician to facilitate Aetna's review of a claim for the payment of benefits. It is strongly recommended that both in-home private duty nursing and home health-care requirements be submitted to Aetna for a predetermination of benefits payable prior to contracting with a nursing or home health-care agency. Services provided at home need not follow a hospital confinement.

It is important to note that covered home health-care services exclude all types of custodial care services. Custodial care services are categorized as personal care and comprise services designed to help a person perform activities of daily living which include, among others, assistance with bathing, eating, dressing, toileting, continence and transferring. Such services can be performed at home or in facilities such as nursing homes, adult day-care centres and assisted living facilities. Custodial care services may be of a short-term nature or provided on a long-term basis. Health insurance programmes, including the Aetna PPO, provide no coverage for custodial care.

*Pre-registration of hospital and other institutional services*. Members are requested to advise Aetna of any inpatient hospital admissions, skilled nursing facility admissions, home health care, private duty nursing and hospice care. The reason for such pre-registration (to which no financial penalty attaches) is a constructive one, namely that pre-registration assures the patient that (a) all related hospital expenses will be covered under the plan, and most importantly, that (b) the confinement is

medically monitored from the first day of admission, so that if complications should arise, or if after-hospital care should be required, the case may be managed promptly and effectively. The telephone number to call Aetna for pre-registration of hospital admissions and the other services is: 1-800-333-4432. The corresponding number for Aetna Global is 1-800-231-7729. For an emergency admission, you are requested to call within 48 hours, or the next business day if admitted on a weekend.

*Artificial insemination*. This benefit is subject to a maximum of six courses of treatment in a covered person's lifetime.

*Out-of-network prescription drug reimbursement*. Participants are reminded that out-of-network prescription drugs will be reimbursed at the rate of 60 per cent (40 per cent co-insurance), after deductible. In addition, the 40 per cent co-insurance, which is the responsibility of the participant, will **not** count towards meeting the annual out-of-pocket limit of $1,000. All prescriptions filled at pharmacies outside the United States will be reimbursed at 80 per cent after deductible. In this case also, the co-insurance will not count towards fulfilment of the annual $1,000 out-of-pocket limit.

| AETNA OPEN CHOICE PPO SUMMARY OF BENEFITS | | |
|---|---|---|
| **BENEFITS** | **IN-NETWORK** | **OUT-OF-NETWORK** |
| **ANNUAL DEDUCTIBLE**<br>Individual<br>Family | <br>$0<br>$0 | <br>$125<br>$375 |
| **INSURANCE COVERAGE**<br>(% at which the plan pays benefits) | 100% except where noted | 100% Hospital; 80% all other, except where noted |
| **ANNUAL OUT-OF-POCKET MAXIMUM**<br>Individual<br>Family | <br>$0<br>$0 | <br>$1,125<br>$3,375<br>(includes annual deductible; network and prescription drug co-pays do not count towards the out-of-pocket limit) |
| **LIFETIME MAXIMUM** | Unlimited | Unlimited |
| **DEPENDENT CHILDREN** | Covered to end of calendar year in which child reaches age 25 | |
| **CLAIM SUBMISSION** | **PROVIDER** files claims | **YOU** file claims |
| **HOSPITAL SERVICES AND RELATED CARE COVERAGE** | | |
| Inpatient coverage<br>Outpatient coverage | 100%<br>100% | |
| **MANDATORY PRE-REGISTRATION**<br>**(1-800-333-4432)**<br>Applies to inpatient hospital, skilled nursing facility, home health care, hospice care and private duty nursing care | **Provider is responsible** | **You or provider are responsible** |
| ***(For emergency admission, call within 48 hours or next business day if admitted on weekend)*** | | |
| **Hospital Emergency Room**<br>Based on symptoms, i.e. constituting a perceived life-threatening situation | 100% including physician's charges after $35 co-pay (waived if admitted within 24 hours) | 100% including physician's charges after $35 co-pay (waived if admitted within 24 hours) |
| **Hospital Emergency Room**<br>For non-emergency care (examples of conditions: skin rash, earache, bronchitis, etc.) | 80% | 80% after deductible |
| **Ambulance** ***[There are no network providers for these services at the present time.]*** | 100% | |
| **Skilled Nursing Facility** | 100%<br>Up to 365 days per year for restorative care as determined by medical necessity. | |
| **Private Duty Nursing (in-home only)** | 100% subject to yearly limits of $5,000 and 70 "shifts" as well as $10,000 lifetime. Must be determined to be medically necessary and supported by a doctor's prescription/medical report. Precertification is strongly recommended. | |
| **Home Health Care**<br>Up to 200 visits per year | 100%<br>Must be determined to be medically necessary and supported by a doctor's prescription/medical report. Precertification is strongly recommended. | |

| BENEFITS | IN-NETWORK | OUT-OF-NETWORK |
|---|---|---|
| **Hospice** (210 days)<br>Plus 5 days bereavement counselling | 100% | |
| **PHYSICIAN SERVICES (excluding mental health and substance abuse care)** | | |
| **Office Visits**<br>For treatment of illness or injury (non-surgical) | 100% after $15 co-pay | 80% after deductible |
| **Maternity**<br>(includes voluntary sterilization and voluntary abortion, see Family Planning) | 100% after $15 co-pay | 80% after deductible |
| **Physician In-Hospital Services** | 100% | 80% after deductible |
| **Other In-Hospital Physician Services**<br>(e.g. attending/independent physician who does not bill through hospital) | 100% | 80% after deductible |
| **Surgery** (in hospital or office) | 100% | 80% after deductible |
| **Second Surgical Opinion** | 100% | 100% after deductible |
| **Anaesthesia** | 100% (if participating hospital) | 80% after deductible |
| **Allergy Testing and Treatment**<br>(given by a physician) | 100% after $15 co-pay | 80% after deductible |
| **Allergy Injections** (not given by a physician) | 100% | 80% after deductible |
| **PREVENTIVE CARE** | | |
| **Routine Physicals and Immunizations**<br>- Children age 19+ and adults: one routine exam every 24 months<br>- Age 65+: one routine exam every 12 months | 100% after $15 co-pay | 80% after deductible |
| **Well-child Care and Immunizations**<br>Well-child care to age 7:<br>- 6 visits per year age 0 to 1 year<br>- 2 visits per year age 1 to 2 years<br>- 1 visit per year age 2 to 7 years<br>One visit every 24 months from age 7 to 19 | 100% | |
| **Routine Ob/Gyn Exam**<br>One routine exam per calendar year including one Pap smear | 100% after $15 co-pay | 80% after deductible |
| **Family Planning**<br>- Office visits including tests and counselling<br>- Surgical sterilization procedures for vasectomy/tubal ligation (excludes reversals) | 100% after $15 co-pay<br>100% | 80% after deductible<br>80% (deductible waived) |

| BENEFITS | IN-NETWORK | OUT-OF-NETWORK |
|---|---|---|
| **Infertility Treatment**<br>- Office visits including testing and counselling<br>- Limited to procedures for correction of infertility including artificial insemination (but excluding in-vitro fertilization, G.I.F.T., Z.I.F.T., etc.) Limited to 6 treatments per lifetime. | 100% after $15 co-pay<br>100% | 80% after deductible<br>80% after deductible |
| **Routine Mammogram** (no age limit) | 100% | 80% after deductible<br>100% if performed on an inpatient basis or in the outpatient department of a hospital |
| **Annual Urological exam by Urologist** | 100% | 80% after deductible |
| **BEHAVIOURAL HEALTH AND SUBSTANCE ABUSE SERVICES** | | |
| **MENTAL HEALTH INPATIENT SERVICES (1-800-424-1601)**<br>**Inpatient Coverage**<br>*[The benefit maximum is for network and non-network services combined.]* | 100%<br>Maximum benefit of 90 days per calendar year | 100% after deductible<br>Maximum benefit of 90 days per calendar year |
| *These services are provided by Aetna Behavioral Health. Pre-registration of inpatient confinements is required. For in-network services, the network provider is responsible for pre-registration. For non-network inpatient services, either the physician or the participant must pre-register the confinement.* | | |
| **Outpatient Coverage**<br>*[The benefit maximum is for network and non-network services combined.]* | 100%<br>Up to 50 visits per calendar year | 80% after deductible<br>Up to 50 visits per calendar year |
| **Crisis Intervention** | 100%<br>Up to 3 visits per calendar year | 80% after deductible<br>Up to 3 visits per calendar year |
| **ALCOHOL/DRUG ABUSE**<br>**Inpatient Coverage**<br>*[The benefit maximum is for network and non-network services combined.]* | 100%<br>Two benefit periods of up to 60 days, per lifetime | 100% after deductible<br>Two benefit periods of up to 60 days, per lifetime |
| **Outpatient Coverage**<br>*[The benefit maximum is for network and non-network services combined.]* | 100%<br>Up to 60 visits per calendar year | 80% after deductible<br>Up to 60 visits per calendar year |
| **PRESCRIPTION DRUG BENEFITS** | | |
| **Aetna Retail Rx (1-800-784-3991)**<br>**Aetna Global Retail Rx (1-800-231-7729)**<br>**Retail means regular 30-day supplies** | 20% co-pay with minimum of $5 and up to a maximum of $20 per prescription | *Within US*: 60% after deductible<br>*Outside US*: 80% after deductible<br>The co-insurance will not count towards $1,000/$3,000 out-of-pocket limit |
| **Aetna Mail Order Rx (1-866-612-3862)**<br>**Aetna Global Mail Order Rx (1-800-231-7729)**<br>**Mail Order means 90-day supply** | 100% after $15 co-pay for up to a 90-day supply from participating mail order vendor | |
| ***Prescriptions for Mail Order Program — when a brand-name drug is dispensed and an equivalent generic is available, the member will pay the $15 co-pay PLUS the difference in cost between the generic and the brand-name drug UNLESS the doctor specifies the brand-name drug by writing "DAW" or "Dispense as Written" on the prescription. In that event, you pay the normal $15 co-pay only.*** | | |

| BENEFITS | IN-NETWORK | OUT-OF-NETWORK |
|---|---|---|
| **VISION AND HEARING CARE** | | |
| **Eye Exam** (once every 12 months) | 100% after $15 co-pay | 80%, deductible does not apply |
| **Optical Lenses** (including contact lenses once every 12 months) | 80%, deductible does not apply; $100 maximum for any two lenses and frames purchased in a 12-month period. | |
| **Vision One Program** (1-800-793-8616)<br>**Discount information for laser surgery** (1-800-422-6600) | Save up to 65% on frames, up to 50% on lenses, and about 20% on contact lenses at participating Cole Vision Centers. Discounts available for laser surgery. | |
| **Hearing Exam**<br>Evaluation and Audiometric exam | 100% after $15 co-pay (one exam every three years; exam must be performed by otolaryngologist or state certified audiologist) | 80% after deductible (one exam, limited to $100 reimbursement every three years; exam must be performed by otolaryngologist or state certified audiologist) |
| **Hearing Device**<br>*[There are no network providers for these services at the present time.]* | 80%, deductible does not apply; $750 maximum benefit, one hearing aid per ear every three years. | |
| **OTHER HEALTH CARE** | | |
| **Short-term Rehabilitation Physical and Occupational Therapy** | 100% | 80% after deductible |
| **Laboratory Tests, Diagnostic X-rays** | 100% | 80% after deductible |
| **Speech Therapy** | 80%, deductible does not apply (where services are rendered by a participating provider, 100% reimbursement applies after $15 co-pay) | |
| **Outpatient Diabetic Self-Management Education Program** | 80%, deductible does not apply *[If services are rendered in a hospital, 100% reimbursement applies with no co-pay. If rendered in a network doctor's office, 100% reimbursement with $15 co-pay applies]* | |
| **Durable Medical Equipment** | 80%, deductible does not apply *[If services are rendered by a network provider or within a hospital setting, 100% reimbursement applies with no co-pay]* | |
| **Acupuncture** (for chronic pain treatment only; services must be rendered by a medical doctor or licensed acupuncturist) | 100% after $15 co-pay up to a maximum benefit of $1,000/year | 80% after deductible up to a maximum benefit of $1,000/year |
| | *[Network and non-network benefits are combined for a maximum of $1,000 per calendar year]* | |
| **Chiropractic Care** | 100% after $15 co-pay up to a maximum benefit of $1,000/year | 80% after deductible up to a maximum benefit of $1,000/year |
| | *[Network and non-network benefits are combined for a maximum of $1,000 per calendar year]* | |

**Eye examination**

An eye examination is covered once every 12 months at 100 per cent, after a $15 co-payment if carried out by a network provider, and at 80 per cent without a deductible if carried out by an out-of-network provider.

**Vision One eyecare discount programme**

The Vision One Discount Programme offers subscribers and covered family members immediate discounts on eyecare needs, including frames, lenses and contact lenses. The Vision One Discount Programme is available at over 13,000 locations nationwide, and includes Lenscrafters, Target Optical, and most of the Sears and Pearle Vision Centers, as well as selected independent providers/offices. JCPenney and Montgomery Ward no longer participate in the Vision One Discount Programme.

To obtain the discounts available under this programme, it is only necessary to show the provider the Aetna identification card at the time of the visit. The provider will apply the discounts to any purchases made and will accept valid prescriptions from any licensed optometrist or ophthalmologist. The Vision One programme may be used as often as desired. As it is simply a discount programme, claim forms are not required. For more details and outlet locations, call Vision One at (800) 793-8616, weekdays from 9 a.m. to 9 p.m. and Saturdays from 9 a.m. to 5 p.m. Vision One providers can also be found on the Internet at www.aetna.com/docfind/index.html and click on "Vision One Providers". A schedule of costs and typical savings is set out below.

| *Benefits* | *Vision One Discounted Fee* |
|---|---|
| Frames | |
| Priced up to $60.99 retail | $24.00 |
| Priced from $61.00 to $80.99 retail | $34.00 |
| Priced from $81.00 to $100.99 retail | $44.00 |
| Priced from $101.00 and up | 40 per cent |
| Lenses — per pair (uncoated plastic) | |
| Single vision | $30.00 |
| Bifocal | $49.00 |
| Trifocal | $59.00 |
| Standard progressive (no-line bifocal) | $99.00 |
| Lens options — per pair (add to lens prices above) | |
| Polycarbonate | $30.00 |
| Scratch-resistant coating | $12.00 |
| Ultraviolet coating | $12.00 |
| Solid or gradient tint | $8.00 |
| Glass | $15.00 |
| Photochromic | $34.00 |
| Anti-reflective coating | $35.00 |

Eye examinations (by licensed independent doctors of optometry)

Eyeglasses — $38.00

Standard contact lenses — $78.00

Specialty contact lenses — $10 off normal fee

Contact lenses (two ways to save on contact lenses)

1. Visit the more than 2,500 locations nationwide and save 20 per cent discount from regular retail prices.

2. Use the Vision One Contact Lens Replacement Program for additional savings and convenience.

   Call (800) 391-5367 for this service.

Vision One Lasik (laser vision corrective procedure discount programme)

1. A 25 per cent discount off the vision provider's usual retail charge for Lasik surgery is offered through the US Laser Network. The US Laser Network offers 470 locations nationwide compared with less than 300 through the prior service vendor. Included in the discounted services are patient education, an initial screening, the Lasik procedure and follow-up care. Members not found to be suitable candidates for this procedure will not be charged for the initial consultation.

2. To find the closest surgeon, participants may call 1-800-793-8616 to speak with a customer service representative. Contact is made with a provider for an initial screening, at which time the participant presents the Aetna ID card. If Lasik surgery is scheduled, the Lasik Customer Service office needs to be called at the same number given above, with the date of the surgery in order to arrange to pay a deposit. An authorization number is provided by Lasik Customer Service in order to receive the discount. The surgeon will also receive written confirmation verifying the discount and the amount of deposit. At the time of treatment, the discount and deposit will be deducted from the surgeon's fee.

**Acupuncture benefits**

The Aetna Open Choice PPO provides benefits for acupuncture treatment rendered by a medical doctor or licensed acupuncturist, up to a combined network and non-network maximum benefit of $1,000 per calendar year. The scope of the benefit may be summarized as follows:

Covered diagnoses for treatment by acupuncture include the following types of chronic pain syndrome:

- Tension headache
- Migraine headache
- Psychalgia
- Neuralgia
- Backache

- Lumbago
- Muscle spasm
- Bursitis

**Behavioural health and substance abuse benefits**

**A. Inpatient focused psychiatric review**

All hospitalizations for behavioural health and substance abuse conditions are subject to review by Aetna Behavioral Health. **Staff members are assured that the Aetna Behavioral Health programme is conducted in the strictest confidence.** The procedure is as follows:

Prior to a non-emergency hospital admission, Aetna should be informed of the intended admission. This is accomplished by placing a telephone call to a special toll-free Aetna number (800-424-1601) that connects directly to Aetna Behavioral Health. The telephone call may be placed by the subscriber, the attending physician, a family member, or any other person acting for the patient to be hospitalized.

The initial information required by Aetna in order to precertify the admission includes the subscriber's identification number (payroll index number), the reason for the admission, the physician's name, address and telephone number, the hospital name, address and telephone number, and the scheduled admission date.

The Aetna Behavioral Health specialist then contacts the attending physician to review the information prior to certification of the admission. If the attending physician makes the original call to the 800 number, this step will be accomplished at that time. The Aetna Behavioral Health specialist certifies a certain number of inpatient days, if appropriate, and develops a plan of regular follow-up visits with the attending physician.

An emergency admission, which cannot be precertified before the confinement begins, must be called in to the Aetna Behavioral Health number within 48 hours of the emergency admission.

**B. Inpatient behavioural health and substance abuse care**

Coverage includes:

- The full cost (semi-private accommodation) of 90 days of hospitalization per calendar year for the treatment of mental and nervous disorders (behavioural health).
- The full cost (semi-private accommodation) of 30 days of hospitalization for substance (alcohol and/or drug) abuse detoxification and rehabilitation, limited to two 30-day benefit periods in a lifetime. Continuous confinement of up to 30 days beyond this 30-day limit is subject to the provision under the paragraph below.
- Coverage for up to 30 days of hospitalization for substance abuse (alcohol and/or drug) rehabilitation after the 30-day hospitalization benefit described in the paragraph above has been exhausted. This benefit is available twice in a

lifetime and is applicable only as a continuation of each of the two 30-day hospitalization periods provided under the preceding paragraph.

### C. Outpatient behavioural health and substance abuse care

Coverage includes:

- A maximum of 50 outpatient visits per year to a medical doctor engaged in the practice of psychiatry (and, depending on the state in which the provider is licensed, for the services of a psychologist and psychiatric social worker). If treatment is obtained from a network provider, the plan pays 100 per cent of the cost. If the provider does not participate in the PPO network, reimbursement will be at 80 per cent of the reasonable and customary fee level for the area in which the services are rendered, and will be subject to the annual deductible. The 50-visit annual maximum is for network and non-network treatment combined. Co-insurance payments made in respect of out-of-network treatment will not be applied to the $1,000 annual co-insurance maximum.
- Sixty outpatient visits per calendar year for the treatment of alcoholism or drug abuse diagnosed by a physician. Of these 60 annual visits, 20 may be utilized for the counselling of the patient's family if directly related to the patient's alcoholism or drug abuse.

**Aetna Pharmacy Management — discount prescription drug programme**

The Aetna Pharmacy Management prescription drug programme (APM) is administered by Aetna. APM delivers significant savings both to programme participants and to the Organization because of significant price discounts obtained from participating pharmacies. APM provides the retail pharmacy network as well as Aetna's proprietary mail order pharmacy, Aetna Rx Home Delivery.

Cost savings are passed on to participants in either a participating retail pharmacy or the mail order pharmacy. In respect of drugs obtained at participating retail pharmacies, the discounts are at least 15 per cent off the average wholesale price (AWP) of the drug.

If the physician does not write "Dispense as Written" or "DAW" on the prescription, the pharmacist will fill the prescription with a therapeutically equivalent generic drug if one is available. Discounts for generic drugs are typically higher than for brands, and the discount off the AWP may average 40 per cent or more, depending on the particular generic drug dispensed.

The discount for maintenance drugs obtained by mail through Aetna Rx Home Delivery ranges from 18 per cent to as high as 50 per cent off AWP, depending on whether a generic equivalent to the brand-name drug is dispensed. (Maintenance drugs are drugs used on a continual basis for the treatment of chronic health conditions.) Whenever a prescription carries the words "Dispense as Written" or "DAW", the pharmacist or mail order pharmacy will fill the prescription accordingly and no substitution will be made.

The procedure under which prescription drugs are reimbursed through the Aetna Pharmacy Management programme is as follows: written prescriptions for drugs are presented at a participating pharmacy of one's choice, **along with the Aetna card**

(please refer to annex VI). The pharmacist will fill the prescription for up to a 30-day supply and charge a co-insurance of 20 per cent based upon the discounted price of the drug. The minimum co-insurance will be the lesser of the cost of the prescription or $5 and the maximum co-insurance amount will never be more than $20 per prescription. No claim form is required for prescriptions filled at participating pharmacies.

**Aetna Rx Home Delivery — Aetna's mail order service**

To obtain prescription drugs through Aetna Rx Home Delivery, first ask your physician for a 90-day prescription with up to three refills for each of the medications that you take regularly. Then, complete and mail the Aetna Rx Home Delivery order form together with your original prescription and $15 co-pay, to the address on the order form (do NOT send cash). The order form is submitted with your **first prescription only**. Order forms can be obtained from the Health and Life Insurance Section website at www.un.org/insurance or http://intranet/Insurance under "Forms and Circulars", or from the Aetna website at http://www.aetnarxhomedelivery.com. Aetna Member Service will also mail or fax you a form if you do not have Internet access.

Your prescriptions will be filled and mailed in a secure package to the address you supply on the order form, within 7 to 10 days after the order is received by Aetna.

Obtaining refills is also easy. Each time you receive medications by mail, you will receive a receipt that indicates when you can request a refill. You can request the next refill by phone (1-866-612-3862) or by using the Internet, at www.aetnarxhomedelivery.com/ or, if you prefer, you may use the reorder form that Aetna also encloses in the package with each filled prescription. If you wish to use the Internet, you first need to register on the Aetna Rx Home Delivery Internet site. Registration must be done only once. Please take note that most prescriptions, including refills, expire in one year and sometimes sooner. After the expiration date, you must obtain a new prescription from your doctor and send it to Aetna Rx Home Delivery, even if the old prescription still shows refills remaining.

The cost to you for using Aetna Rx Home Delivery is only $15 per 90-day prescription, as opposed to a possible $60 if filled at a retail pharmacy (based on retail co-pay of $20 per 30-day prescription).

Please also note that Aetna Rx Home Delivery will fill the prescription with a United States-approved generic equivalent, unless the physician has written "Dispense as Written" or "DAW" on the prescription. If the prescription includes this notation from the physician, the prescription will be filled accordingly and you will be charged only the $15 co-pay. If the prescription does not include this notation from the physician, and **you request** a brand-name drug, then you will be charged the $15 co-pay PLUS the difference in price between the brand-name drug and the generic drug.

As the Aetna prescription drug programme benefit is administered separately by Aetna Pharmacy Management, the annual deductible under the Aetna plan will **not** be applied to prescription drugs obtained at network pharmacies. At the same time, prescription drug co-payment expenses will **not** count towards meeting the annual co-insurance limit of $1,000 per individual. **Prescription drugs obtained at pharmacies in the United States, but not through network pharmacies, will be reimbursed at 60 per cent and be subject to deductible. In addition, the 40 per**

**cent co-insurance amount will not count towards the annual out-of-pocket limit.** Prescription drugs obtained outside the United States will be reimbursed through submission of the standard claim form to the Aetna claims address. In such cases, the annual deductible will have to be met before reimbursement is made, as well as the 20 per cent co-insurance, which will **not** count towards meeting the annual limit of $1,000. When you are submitting pharmacy bills yourself for reimbursement, it will help speed processing if you include a copy of the pharmacy receipts whenever possible.

**Exclusions and other provisions**

Special conditions apply to certain medical procedures for injury-related dental and cosmetic injury, for convalescent facility expenses and for treatment of temporo-mandibular joint syndrome (TMJ). Participants are advised to consult the Aetna Member Service in advance of commencing treatment for these conditions.

Certain expenses are not covered under the Aetna plan. These are expenses for services or supplies not deemed by Aetna's physician staff as being necessary, reasonable and customary or not recommended by your attending physician. There are also certain exclusions and limitations under the plan. For example, long-term care, cosmetic surgery and certain experimental or investigational procedures are not covered. In addition, inoculations for travel purposes are not covered. If a participant has any question as to whether a medical procedure or service will be recognized by Aetna as reimbursable under the plan, Aetna Member Services should be contacted at 1-800-784-3991 prior to commencement of treatment. In addition, you may consult the detailed plan description that is posted to the Insurance website.

**Where to submit claims**

The addresses to which claim forms should be sent is as follows:

***Aetna PPO***

Aetna Inc.
P.O. Box 981106
El Paso, TX 79998-1106

***Aetna Global PPO***

Aetna Global Benefits
P.O. Box 30258
Tampa, FL 33630-3258 USA

**Recourse if a claim is denied**

If Aetna denies a claim in whole or in part, the subscriber will receive a written notice from Aetna. This notice will explain the reason for the denial and the appeal procedure. The request for review must be submitted to Aetna within 180 days of receipt of the notice. The subscriber should include the reasons for requesting the review. The addresses for submitting appeals are:

***Aetna PPO***

National Accounts Member Appeals-CRT
Aetna, Inc.
P.O. Box 14463
Lexington, KY 40512

***Aetna Global PPO***

Aetna Global Benefits
P.O. Box 30258
Tampa, FL 33630-3258 USA

Aetna or Aetna Global as the case may be will review the claim and will normally notify the subscriber of its final decision within 30 days of receipt of the request. If special circumstances require more time, notice will be given to that effect.

**Time limit for filing claims**

Subscribers should note that claims for reimbursement must be received by Aetna no later than two years from the date on which the medical expense was incurred. **Claims received by Aetna later than two years after the date on which the expense was incurred will not be eligible for reimbursement.**

**Aetna's Navigator™ Internet site**

Subscribers in the Aetna plan are encouraged to activate an account on Aetna's Navigator™ website which permits participants to more effectively manage their coverage. The site can be accessed through a link at Aetna's website at www.aetna.com, or directly at http://www.aetnanavigator.com/.

Aetna's Navigator™ is a self-service website packed with valuable health and benefits information. Subscribers can:

- Review who is covered under their plan
- Check claim status and review Explanation of Benefits (EOB) statements
- Locate doctors and hospitals using Aetna Docfind
- Look up the estimated cost of common medical (and dental) procedures in the area where you live, before the service is performed
- Research the price of a drug and learn if there are less-costly alternatives
- Request ID cards
- Contact Aetna Member Services

To register, go to www.aetna.com and click on Aetna Navigator™ in the "Quick Tools" drop-down box, or access Aetna Navigator™ directly at http://www.aetnanavigator.com/. Members can follow easy instructions for registering to use personal tools. Members and non-members can "point and click" on Docfind to search for doctors and other health-care providers. Important note: Aetna Navigator registration IDs require a United States Social Security format which is xxx-xx-xxxx (3 digits, then 2 digits, then 4 digits). When entering your United Nations index number, be sure to "prefill" your index number with zeroes in order to satisfy this format.

# Annex III

## HIP Health Plan of New York

### Plan outline

The HIP plan is an HMO, and follows the concept of total prepaid group practice hospital and medical care. That is, there is no out-of-pocket cost to the staff member for covered services at numerous participating medical groups in the Greater New York area. The costs of necessary worldwide emergency treatment obtained outside the covered area are included in the plan coverage. In addition, prescription drugs (a $5 co-payment applies) and medical appliances (in full) are covered when obtained through HIP participating pharmacies and are prescribed by HIP physicians or any physician in a covered emergency. HIP participants may select a physician at a HIP medical centre or from a listing of 31,000 affiliated physicians for primary care services. The affiliated physician is visited in his or her private office. If you require specialty care, your primary care physician will refer you to a HIP specialist with a referral form except no referral form is needed for OB/GYN appointments and in certain other instances. (See plan summary.) To select an affiliated physician, the HIP participant should call HIP at (800) HIP-TALK, go to the website at www.HIPUSA.com or call the physician you wish to visit. The website is available in Spanish, Chinese and Korean. Any language may also be accessed through 1-800-HIP-TALK. Additional information regarding HIP providers will be provided to participants during the annual enrolment campaign and also mailed by HIP to all participants upon request.

### Premium

Effective 1 July 2008, premiums for the HIP plan will increase by 9.8 per cent. The new premium rates and related percentages of salary contribution are shown in the table entitled "Headquarters medical and dental insurance schedule of monthly premiums and contribution rates". More information is provided in paragraph 25.

### Benefits

Benefits under the HIP plan will remain unchanged for the plan year that begins 1 July 2008. The benefits under the HIP plan are itemized in this annex; please review this information carefully.

### Worldwide emergency care

Participants are covered 100 per cent for emergency treatment anywhere in the world. The member needs to call his primary care physician. In some cases air transport would also be covered to return to New York.

### Discount prescription drug programme

Prescriptions for maintenance drugs are $2.50 per month through Medco Health Solutions Mail Order Service (www.medco.com). Up to a 90-day supply can be requested. Once you have an account at Medco Health Solutions, your physician may call to reorder or place another maintenance prescription order. The address and telephone number are:

Medco Health Solutions
P.O. Box 30496
Tampa, FL 33630-3496

Telephone: 1-800-473-3455 (Press 0 to speak with a representative)

**Vision care**

Participants are covered 100 per cent for a routine annual eye examination at affiliated optometrists. Prescription lenses and frames from a select group cost $45 and are available every 24 months. Participants are not required to purchase the eyewear from the same provider rendering the eye examination. Lasik surgery discounts are available through Davis Vision.

**Dental**

Participants are able to have cleanings every six months for a $10 co-payment. Children additionally may receive fluoride treatment for a $10 co-payment. All other services are covered based on a discounted fee schedule. The fee schedule is available with member information or by consulting the HIPUSA.com website.

Additional services, including but not limited to x-rays, fillings, crowns or dentures, will be provided at a discounted rate subject to a fee schedule which may change from time to time. There are several schedules of services based on the geographic location of the provider's office. Therefore, members will pay different fees based on the location of the dentist's office. Specialist dental services, such as endodontic, oral and maxillofacial surgery, orthodontic, pediatric, periodontic, and prosthodontic procedures are also available from participating dentists. Charges for specialist services are discounted by 20 per cent off the dentist's usual and customary rates. No schedule of services applies to specialist dental services. Both general and specialist dental services may be self-referred or referred by a participating dentist.

**HIP Internet site**

Subscribers in the HIP plan are encouraged to activate an account on the HIP website which permits participants to more effectively manage their coverage. The site is: www.HIPUSA.com. Participants can access their benefits and perform the following tasks:

- Request an ID card
- Change primary care physician
- Change phone number and address
- Research physicians/hospitals
- View alternative medicine providers (chiropractors, acupuncturists, etc.)
- View and print drug formulary
- Sign up as a member and view benefits and claims online
- Review procedure to receive prescription, if not on the formulary
- See Fitness Center locations and discounts
- Website available in: Spanish, Chinese and Korean

| HIP HEALTH PLAN OF NEW YORK SUMMARY OF BENEFITS | |
|---|---|
| **BENEFITS** | **COVERAGE** |
| **HOSPITAL SERVICES AND RELATED CARE** | |
| **Inpatient (except behavioural health)**<br>- Unlimited days — semi-private room & board<br>- Hospital-provided services<br>- Routine nursing care | 100% |
| **Outpatient**<br>- Surgery and ambulatory surgery<br>- Pre-surgical testing (performed within 7 days of scheduled surgery)<br>- Chemotherapy & radiation therapy<br>- Mammography screening and cervical cancer screening | 100% |
| **Emergency Room/Facility (initial visit)**<br>- Accidental injury<br>- Sudden and serious medical condition | 100% |
| **Ambulance** | 100% |
| **Home Health Care**<br>- Up to 200 visits per calendar year<br>- Home Infusion Therapy | 100%<br>100% |
| **Outpatient Kidney Dialysis**<br>Home, hospital-based or free-standing facility treatment | 100% after $10 co-pay |
| **Skilled Nursing Facility**<br>Up to 120 days per calendar year | 100% |
| **Hospice**<br>Up to 210 days per lifetime | 100% |

| BENEFITS | COVERAGE |
|---|---|
| **PHYSICIAN SERVICES** | |
| Office or Home Visits/Office Consultations | 100% |
| Surgery | 100% |
| Surgical Assistant | 100% |
| Anaesthesia | 100% |
| Inpatient Visits/Consultations | 100% |
| Maternity Care | 100% |
| Artificial Insemination/Unlimited Procedures | 100% |
| Diagnostic X-Rays MRI, CAT scans | 100% |
| Lab Tests | 100% |
| Inpatient Hospital Private Duty Nursing | 100% |
| Cardiac Rehabilitation | 100% |
| Second Surgical Opinion | 100% |
| Second Medical Opinion for Cancer Diagnosis | 100% |
| Allergy Testing and Allergy Treatment | 100% |
| Prosthetic, Orthotic and Durable Medical Equipment | 100% |
| Medical Supplies | 100% |
| **PREVENTIVE CARE** | |
| **Annual Physical Exam** | 100% |
| **Diagnostic Screening Test** | 100% |
| **Prostate Specific Antigen (PSA) Test** | 100% |
| **Well-woman Care** (no referral needed) | 100% |
| **Mammography Screening/Pap Smears** | 100% |
| **Well-child Care**<br>**(including recommended immunizations)**<br>- Newborn baby 1 in-hospital exam at birth<br>- Birth to 1 year of age 6 visits<br>- 1 through 2 years of age 3 visits<br>- 3 through 6 years of age 4 visits<br>- 7 up to 19th birthday 6 visits | 100% |

| BENEFITS | COVERAGE |
|---|---|
| **PHYSICAL THERAPY AND OTHER SKILLED THERAPIES** | |
| **Physical Therapy**<br>Up to 60 inpatient days per calendar year<br>**Physical Therapy (Benefit combined with occupational, respiratory and speech)**<br>- 90 inpatient visits<br>- 90 outpatient visits | <br>100%<br><br>100%<br>100% |
| **Occupational, Respiratory, Speech (Benefit combined with physical therapy)**<br>- 90 inpatient visits<br>- 90 outpatient visits | <br>100%<br>100% |
| **BEHAVIOURAL HEALTH AND SUBSTANCE ABUSE SERVICES** | |
| **Mental Health Care**<br>- Up to 90 inpatient days per calendar year<br>- Up to 60 outpatient visits in office or facility | <br>100%<br>100% |
| **Outpatient Alcohol and Substance Abuse**<br>Up to 60 outpatient visits which include 20 family counselling visits per calendar year | 100% |
| **Inpatient Alcohol and Substance Abuse/Rehab**<br>Up to 7 days detoxification and 30 days rehabilitation per calendar year | 100% |
| **PRESCRIPTION DRUG BENEFITS** | |
| **Pharmacy** | 100% after $5 co-pay for generic/brand, 30-day supply |
| **Mail Order Program** | 100% after $2.50 co-pay for generic/brand, 30-day supply |
| **VISION CARE PROGRAM** | |
| Through a designated group of providers | 100% for 1 exam every 12 months<br>100% after $45 co-pay for frames and lenses from a select group |
| **OTHER HEALTH CARE** | |
| **Acupuncture/Yoga/Massage** | Discounted rates |
| **Chiropractic Care (no referral needed)** | 100% |

# Annex IV

## CIGNA dental PPO

### Plan outline

The dental PPO programme offers a large network of participating providers in the Greater New York Metropolitan area and nationally. A dental PPO functions like a medical PPO: the network of dentists who participate in the CIGNA dental PPO plan accept as payment a fee schedule negotiated with CIGNA. When covered services are rendered by an in-network provider, CIGNA reimburses the dentist according to the schedule and the participant normally has no out-of-pocket expense.

One may also choose a dentist who is not a participating practitioner in the CIGNA plan. Covered dental services rendered by out-of-network providers are reimbursed as a percentage of reasonable and customary allowances as follows:

- Diagnostic & Preventive Care: 90% after the deductible;
- Restorative Care: 80% after the deductible;
- Orthodontic care for children under age 19: 70% after the deductible.

Reimbursements are subject to an overall maximum of $2,250 per participant per programme year — 1 July through 30 June — except that orthodontic services are subject to a separate, lifetime maximum of $2,250.

CIGNA Dental Members enrolled in the DPPO can now receive discounts from DPPO network dentists on most non-covered services when they exceed their annual maximums and other plan limitations. Members must receive care from CIGNA in-network DPPO providers. Claims will be processed utilizing CIGNA's standard operating procedures and reimbursement will be based on the provider's contracted fee instead of usual, customary and reasonable fees. The member will then pay the provider the contracted fee. Providers are not allowed to balance bill members beyond their CIGNA dental PPO contracted fees.

### Premium

There is no change to the premiums for the CIGNA dental plan this year. The premium rates and related percentages of salary contribution are shown in the table entitled "Headquarters medical and dental insurance schedule of monthly premiums and contribution rates".

### Benefits

There is no change in dental benefits for 2008. It should, however, be noted that effective 1 July 2008, anyone enrolled in the dental plan must continue to participate under the programme for the entire plan year. Elections for discontinuation of coverage can only be made during the annual open enrolment campaign.

### Pre-treatment review (pre-determination of benefits)

If a course of treatment can reasonably be expected to involve covered dental expenses of $300 or more, it is recommended that you ask your dentist to file with CIGNA a description of the procedures to be performed and an estimate of the

charges before the course of treatment begins. The dentist should include the American Dental Association procedure code for each procedure. This process will inform the participant as to exactly how much will be reimbursed. Please note the Health and Life Insurance Section has no information in regard to reasonable and customary charge norms.

**Dental treatment outside the United States**

Participants who obtain dental treatment outside the United States may file their claims with CIGNA and are eligible for reimbursement on the same basis as a participant who visits a non-participating dentist in the United States.

**CIGNA website**

Access to CIGNA's nationwide network of participating dentists is available through the Insurance home page of the Health and Life Insurance Section on the United Nations Intranet. In addition, the CIGNA dental provider directory can be accessed directly from the CIGNA Internet website at: http://www.cigna.com/.

**Summary of benefits**

The CIGNA dental PPO summary of benefits is found in the chart below.

**How to appeal a claim**

If you do not agree with the reason given for denial of your claim in whole or in part, you should write within 60 days to the CIGNA claims office. Be sure you state why you believe the claim should not have been denied and submit any data, questions or comments you think are appropriate. Your appeal will be reviewed by the office that processed your claim. Any appeal that cannot be resolved by that office will be forwarded to the company's Home Office for review and final decision. You will be notified of the final decision within 60 days of the date your appeal is received, unless there are special circumstances, in which case you will be notified within 120 days. If you are not satisfied with the final decision, and you wish to review the documents pertinent to any appealed claim, you should write to the office that processed your claim.

**Benefit exclusions**

The following list, while not necessarily complete, gives examples of benefit exclusions:

- Services performed solely for cosmetic reasons
- Replacement of a lost or stolen appliance
- Replacement of a bridge or denture within five years following the date of its original installation
- Replacement of a bridge or denture which can be made usable according to dental standards
- Procedures, appliances or restorations, other than full dentures, whose main purpose is to change vertical dimension, diagnose or treat conditions of TMJ, stabilize periodontally involved teeth, or restore occlusion

- Veneers of porcelain or acrylic materials on crowns or pontics or replacing the upper and lower first, second and third molars
- Bite registrations; precision or semi-precision attachments; splinting
- Surgical implant of any type, including any prosthetic device attached to it
- Instruction for plaque control, oral hygiene and diet
- Dental services that do not meet common dental standards
- Services that are deemed to be medical services
- Services and supplies received from a hospital
- Charges which the person is not legally required to pay
- Experimental or investigational procedures and treatments
- Any injury resulting from, or in the course of, any employment for wage or profit
- Any sickness covered under any workers' compensation or similar law
- Charges in excess of the reasonable and customary allowances.

## CIGNA DENTAL PPO SUMMARY OF BENEFITS

| BENEFITS[a] | IN-NETWORK[b] | | OUT-OF-NETWORK[b] | |
|---|---|---|---|---|
| ***Plan Year Maximum — 1 July 2008-30 June 2009 (Class I, II and III expenses)*** | $2,250 | | $2,250 | |
| ***Plan Year Deductible — 1 July 2008-30 June 2009*** | $0 | | $50 per person<br>$150 per family | |
| ***Reimbursement Levels*** | Based on reduced contracted fees | | Based on Reasonable and Customary Allowances | |
| | ***Plan Pays*** | ***You Pay*** | ***Plan Pays*** | ***You Pay*** |
| ***Class I — Preventive & Diagnostic Care***<br>Oral Exams (three per year)<br>Cleanings (three per year)<br>Bitewing X-Rays (three per year)<br>Full Mouth X-Rays (one complete set every three years)<br>Panoramic X-Ray (one every three years)<br>Fluoride Application (one per year for persons under 19)<br>Scalants (Limited to posterior tooth for a person less than 14. One treatment per tooth every three years)<br>Space Maintainers (Limited to non-orthodontic treatment)<br>Emergency Care to relieve pain | 100% | $0 | 90% | 10%[d] |
| ***Class II — Basic Restorative Care***[c]<br>Fillings<br>Root Canal therapy<br>Osseous Surgery<br>Periodontal Scaling and Root Planing<br>Denture Adjustments and Repairs<br>Extractions<br>Oral Surgery | 100% | $0 | 80%[d] | 20%[d] |
| ***Class III — Major Restorative Care***[c]<br>Crowns<br>Dentures<br>Bridges | 100% | $0 | 80%[d] | 20%[d] |
| ***Class IV — Orthodontia***<br>Lifetime Maximum<br>(in addition to the Class I, II and JII maximum) | 100%<br>$2,250<br>Dependent children up to age 19[e] | $0 | 70%[d]<br>$2,250<br>Dependent children up to age 19[e] | 30%[d] |

[a] Pre-treatment review (pre-determination of benefits) is strongly recommended when dental work in excess of $300 is proposed. The dentist deals directly with CIGNA in this regard.
[b] The $2,250 maximum is for the plan year, whether the provider is in-network or out-of-network, or a combination of the two.
[c] Some dental procedures involving costly materials may require additional payment by the participant to the provider.
[d] Subject to plan year deductible.
[e] The orthodontia benefit ends on the dependent child's 19th birthday.

# Annex V

## MEDEX Assistance Corporation

MEDEX Assistance Corporation (MEDEX) is a facility available to Aetna and Empire Blue Cross subscribers. The 2008 monthly per subscriber cost is $0.20 and is built into the premium schedule for Aetna and Empire Blue Cross as set out in the table entitled "Headquarters medical and dental insurance schedule of monthly premiums and contribution rates".

MEDEX is a programme providing emergency medical assistance management — including coordinating emergency evacuation and repatriation — and other travel assistance services when the staff member is 100 or more miles from home. Below is a summary of the management coordination services provided.

**Medical assistance services**

Worldwide medical and dental referrals are provided to help the participant locate appropriate treatment or care.

*Monitoring of treatment*: MEDEX Assistance Coordinators will continually monitor the participant's case and MEDEX Physician Advisors will provide the participant with consultative and advisory services, including the review and analysis of the quality of medical care being received.

*Facilitation of hospital payment*: Upon securing payment or a guarantee to reimburse, MEDEX will either wire funds or guarantee the required emergency hospital admittance deposits.

*Transfer of insurance information to medical providers*: MEDEX will assist the participant with hospital admission, such as relaying insurance benefit information, to help prevent delays or denials of medical care. MEDEX will also assist with discharge planning.

*Medication, vaccine and blood transfers*: In the event medication, vaccine or blood products are not available locally, or a prescription medication is lost or stolen, MEDEX will coordinate their transfer to the participant upon the prescribing physician's authorization, if it is legally permissible.

*Replacement of corrective lenses and medical devices*: MEDEX will coordinate the replacement of corrective lenses or medical devices if they are lost, stolen, or broken during travel.

*Dispatch of doctors/specialists*: In an emergency where the participant cannot adequately be assessed by telephone for possible evacuation, or cannot be moved, and local treatment is unavailable, MEDEX will send an appropriate medical practitioner to the participant.

*Medical records transfer*: Upon the participant's consent, MEDEX will assist with the transfer of medical information and records to the participant or to the treating physician.

*Continuous updates to family, employer and physician*: With the participant's approval, MEDEX will provide case updates to appropriate individuals designated in order to keep family, employer and physicians informed.

*Hotel arrangements for convalescence*: MEDEX will assist with the arrangement of hotel stays and room requirements before and after hospitalization.

**Medical evacuation and repatriation services**

*Emergency medical evacuation*: If the participant sustains an injury or suffers a sudden and unexpected illness and adequate medical treatment is not available locally, MEDEX will arrange for a medically supervised evacuation to the nearest medical facility. The participant's medical condition and situation must be such that, in the professional opinion of the health-care provider and MEDEX, the participant requires immediate emergency medical treatment, without which there would be a significant risk of death or serious impairment. **Please note that the cost of the evacuation is not covered by MEDEX.**

*Transportation to join a hospitalized member*: If the participant is travelling alone and is or will be hospitalized for more than seven days, MEDEX will coordinate economy round-trip airfare for a person of the participant's choice to join the participant.

*Return of dependent children*: If the participant's dependent child(ren) age 18 or under are present but left unattended as a result of the participant's injury or illness, MEDEX will coordinate for one-way economy airfare to send them back to the participant's home country. MEDEX will also arrange for the services and transportation expenses of the participant's qualified escort, if required.

*Transportation after stabilization*: Following emergency medical evacuation and stabilization, MEDEX will coordinate for one-way economy airfare to the participant's point of origin. If following stabilization MEDEX determines that hospitalization or rehabilitation should occur in the participant's home country, MEDEX will alternatively coordinate for the participant's transportation there.

*Repatriation of mortal remains*: MEDEX will assist in obtaining the necessary clearances for the participant's cremation or the return of the participant's remains. MEDEX will coordinate the expenses for preparation and transportation of the participant's mortal remains to the participant's home country.

***THE FOLLOWING SERVICES DO NOT FALL WITHIN THE PURVIEW OF HEALTH INSURANCE, BUT ARE, NEVERTHELESS, INCLUDED IN THE MONTHLY MEDEX FEE PAID BY PARTICIPANTS IN THE AETNA AND BLUE CROSS PLANS***:

**Travel assistance services**

*Pre-travel information*: Upon request, MEDEX can provide continuously updated destination intelligence, including detailed security and health information as well as transportation, entry/exit, finance, culture, language, communication, legal and weather/environment.

*Emergency travel arrangements*: MEDEX will make new reservations for airlines, hotels, and other travel services in the event of an illness or injury.

*Transfer of funds*: MEDEX will provide an emergency cash advance subject to MEDEX first securing funds from the participant or participants.

*Replacement of lost or stolen travel documents*: MEDEX will assist in taking the necessary steps to replace passports, tickets and other important travel documents.

*Legal referrals*: Should legal assistance be required, MEDEX will direct the participant to an attorney and assist in securing a bail bond.

*Translation services*: MEDEX's multilingual Assistance Coordinators are available to provide immediate verbal translation assistance in a variety of languages in an emergency; otherwise MEDEX will provide referrals to local interpreter services.

*Message transmittals*: The participant may send and receive emergency messages toll-free, 24 hours a day, through the MEDEX Emergency Response Center.

*Emergency pet housing and/or pet return*: MEDEX will coordinate arrangements for temporary boarding or the return of a pet left unattended as a result of the participant's injury or illness.

**Personal security services**

*Real-time security intelligence*: In the event threat is felt by political unrest, social instability, weather conditions, or health or environmental hazards, MEDEX will provide the latest authoritative information and guidance for 283 cities in 173 countries. MEDEX's global intelligence database is continuously updated and includes destination intelligence from over 5,000 worldwide sources.

*Security evacuation services*: In the event of a threatening situation, MEDEX will assist in making evacuation arrangements, including flight arrangements, securing visas, and logistical arrangements such as ground transportation and housing. In more complex situations, MEDEX will assist in making arrangements with providers of specialized security services.

**Online services**

Participants have access to MEDEX's Member Center, which includes detailed information on the MEDEX programme, as well as medical and security information for more than 230 countries and territories around the world. To activate the Member Center account:

1. Visit www.medexassist.com.
2. Select "MEDEX Groups" from the MEDEX homepage.
3. Under "Member Center Log-In", select "Create an Account".
4. Enter the MEDEX ID Number for the United Nations (33211).
5. Enter in your personal account information to designate yourself a unique username and password, and then accept the User Agreement.
6. After completing this process, you will receive an automated e-mail containing the final "activation link" for your new member center account. To fully activate your account, the last step is to click on this link.

**Conditions and limitations**

The services described above are available to the participant only during the participant's enrolment period and only when the participant is 100 or more miles away from his/her residence.

***HOW TO ACCESS MEDEX ACCESS SERVICES 24 HOURS A DAY, 7 DAYS A WEEK, 365 DAYS A YEAR***

If participants have a medical problem, call the toll-free number of the country you are in (see list below), or call collect the 24-hour MEDEX Emergency Response Center at Baltimore, Maryland

Phone: 1-410-453-6330
Internet: http://www.medexassist.com
E-mail: operations@medexassist.com

**A multilingual assistance coordinator will ask for your name, your company or group name, the UN MEDEX ID number — 33211 — and a description of your situation.**

**If the condition is an emergency, go immediately to the nearest physician or hospital without delay and then contact the MEDEX Emergency Response Center. It will then take the appropriate action to provide assistance and monitor care.**

**INTERNATIONAL TOLL-FREE TELEPHONE ACCESS NUMBERS[a]**

Listed below are the telephone numbers for the worldwide MEDEX Assistance network. If you have a medical or travel problem, call MEDEX. Printed on your ID card are the telephone numbers for the worldwide MEDEX network. Call the toll-free number for the country you are in if one is available. If you are in a country that is not listed, or if the call will not go through, please call the Baltimore, Maryland coordination center *collect*. Be prepared to give MEDEX your name, identification number, organization's name, and a brief description of your problem.

| | |
|---|---|
| Australia, including Tasmania | 1-800-127-907 |
| Austria | 0-800-29-5810 |
| Belgium | 0800-1-7759 |
| Brazil | 0800-891-2734 |
| China (Northern) | 108888 * 800-527-0218 |
| China (Southern) | 10811 * 800-527-0218 |
| Egypt (inside Cairo) | 510-0200 * 877-569-4151 |
| Egypt (outside of Cairo) | 02-510-0200 * 877-569-4151 |
| Finland | 0800-114402 |
| France and Monaco | 0800-90-8505 |
| Germany | 0800 1 811401 |
| Greece | 00-800-4412-8821 |
| Hong Kong Special Administrative Region of China | 800-96-4421 |
| Indonesia | 001-803-1471-0621 |
| Ireland | 1-800-409-529 |

[a] The asterisk (*) indicates that the caller should dial the first portion of the phone number, wait for the tone, and then dial the remaining numbers.

| | |
|---|---|
| Israel | 1-800-941-0172 |
| Italy, Vatican City and San Marino | 800-877-204 |
| Japan | 00531-11-4065 |
| Mexico | 001-800-101-0061 |
| Netherlands | 0800-022-8662 |
| New Zealand | 0800-44-4053 |
| Philippines | 1-800-1-111-0503 |
| Portugal | 800-84-4266 |
| Republic of Korea | 00798-1-1-004-7101 |
| South Africa | 0800-9-92379 |
| Singapore | 800-1100-452 |
| Spain, including Majorca | 900-98-4467 |
| Switzerland and Liechtenstein | 0800-55-6029 |
| Thailand | 001-800-11-471-0661 |
| Turkey | 00-800-4491-4834 |
| United Kingdom of Great Britain and Northern Ireland, Isle of Jersey and Isle of Man | 0800-252-074 |
| United States of America, Canada, Puerto Rico, United States Virgin Islands, Bermuda | 1-800-527-0218 |

**MEDEX ASSISTANCE COORDINATION CENTER** *(call collect)*

United States: Baltimore, Maryland [1]-410-453-6330

**Notes**

When a toll-free number is not available, travellers are encouraged to call MEDEX collect. The toll-free numbers listed are only available when physically calling from within the country. We strongly encourage you to note this in your printed material to avoid confusion.

The toll-free ISRAEL line is not available from payphones and there is a local access charge.

The toll-free ITALY, VATICAN CITY and SAN MARINO number has a local charge for access.

In ITALY operator assisted calls can be made by dialling 170. This will give you access to the international operator.

The toll-free JAPAN line is only available from touchtone phones (including payphones) equipped for International dialling.

If calling from MEXICO on a payphone, the payphone must be a La Datel payphone.

When calling the CHINA phone numbers please dial as follows:

*Northern regions* — First dial 10888, then wait a second to be connected. After being connected, dial the remaining numbers

*Southern regions* — First dial 10811, then wait a second to be connected. After being connected, dial the remaining numbers.

**When calling the EGYPT phone numbers please dial as follows:**

*Inside Cairo* — **First dial 510-0200, then wait a second to be connected. After being connected, dial the remaining numbers**

*Outside Cairo* — **First dial 02-510-0200, then wait a second to be connected. After being connected, dial the remaining numbers.**

**International callers who are unable to place toll-free calls to MEDEX:**

**Many telephone service providers, such as cellphone, payphone and other commercial phone venues, charge for, or outright bar, toll-free calls on their networks. These callers should be instructed to try calling collect. If that is not an option, they will need to dial our number directly and provide a number to which MEDEX may immediately call back.**

# Annex VI

## Aetna, Empire Blue Cross and HIP plans: participating pharmacies

If you want to know whether a particular store participates in a company's pharmacy network, you may ask at the store, or call the insurance company's member services number. The following tables include most chain pharmacies included in the Aetna, Blue Cross, and HIP networks.

**Aetna**

Aetna's overall network consists of more than 52,000 neighbourhood pharmacies, including but not limited to all national pharmacy chains, and most regional pharmacy chains.

The most up-to-date information regarding participating Aetna pharmacies is obtained through the Internet. Set out below is Aetna's Internet website. In addition, if a participating pharmacy is needed while travelling, referral information is available from Aetna by calling 1-800-784-3991 toll-free.

http://www.aetna.com/docfind/index.html

| | | |
|---|---|---|
| A&P | Giant | Rite Aid |
| Acme | Gristedes | RXD Pharmacy |
| Albertsons | Happy Harry's | Safeway |
| Arrow Prescription | Hannaford | Sam's Pharmacy |
| Centers | Kmart | ShopRite |
| Brooks | Kindred | Stop & Shop |
| Brooks Maxi Drug | King Kullen | Target |
| Costco | Kinney Drugs | Tops |
| Cub | Kroger | Waldbaum's |
| CVS | Marc's | Wal-Mart |
| CVS ProCare | NeighborCare | Walgreens |
| Drug World | NCS Healthcare | Wegmans |
| Duane Reade | Pathmark | Weiss |
| Drug Emporium | Price Chopper | Winn Dixie |
| Eckerd | Quick Chek | |
| Familymeds | | |

**Empire Blue Cross**

Empire's partnership with Caremark includes more than 57,000 participating pharmacies nationwide. Listed below are some of the major participating chain pharmacies. For additional information about participating pharmacies in your area, please call 1-800-839-8442.

| | | |
|---|---|---|
| A&P | Familymeds | Phar-Mor |
| Acme | Genovese | Price Chopper |
| American Pharmaceutical Services | Giant | Quick Chek |
| Arrow Prescription Center | Grand Union | Rite Aid |
| Arthur Drug | Gristedes | RXD Pharmacy |
| Brooks Maxi Drug | Happy Harry's | Safeway |
| Caremark | Hannaford | ShopRite |
| Costco | Kmart | Stop & Shop |
| Cub | Kindred | Target |
| CVS | King Kullen | Tops |
| CVS ProCare | Kinney Drugs | Waldbaum's |
| Drug Emporium | Lucky RX | Wal-Mart |
| Drug Fair | Marc's | Walgreens |
| Drug World | NeighborCare | Wegmans |
| Duane Reade | NCS Healthcare | Weis |
| Eckerd | Pathmark | Winn Dixie |

**HIP**

Many national chains participate with HIP as well as many smaller pharmacies. These include: A&P; Acme Pharmacy; Brooks; CVS; Eckerd; Duane Reade; Genovese; Kmart; King Kullen; Pathmark; Revco; Rite Aid; Sav-On Pharmacy; Stop & Shop; Walgreens; Waldbaum's. More information can be found through http://www.HIPUSA.com or through 1-800-HIP-TALK.

# Annex VII

## Eligibility and enrolment rules and procedures

1. All staff members holding appointments of three months or longer under the 100 series of the Staff Rules who are not enrolled in a Headquarters medical/dental insurance plan may enrol during the annual campaign. Medical insurance provisions pertaining to technical assistance project personnel are set out under staff rule 206.4. Staff members holding appointments of limited duration under the 300 series of the Staff Rules, except those who receive a fixed monthly cash amount towards the cost of health insurance, are also eligible to enrol in line with the relevant provisions of administrative instruction ST/AI/2001/2, dated 15 March 2001. Short-term staff and employees retained under Agreements of Occasional Employment are also eligible to enrol for individual medical coverage (see also para. 3 below), after having achieved a threshold duration of continuous active employment at a minimum of one-half regular time for at least three months. Currently enrolled staff members may take the opportunity of the annual enrolment campaign to review their coverage and change from one plan to another, or change their coverage in respect of members of their family. The medical scheme applicable to staff holding appointments of less than three months under the 100 series of the Staff Rules or who hold short-term appointments under the 300 series of the Staff Rules, is presently administered by Vanbreda International. Staff who hold short-term appointments under the 300 Series of the Staff Rules are also eligible to participate in this programme. Information regarding this insurance programme can be obtained from the Health and Life Insurance Section, room FF-300.

2. For enrolment purposes, applicants will be required to present proof of eligibility from their respective personnel or administrative officers attesting to their current contractual status. Eligible family members may also be enrolled at this time, provided that evidence of the status (Personnel Action form) of such family members is presented to the Health and Life Insurance Section. Interested staff members should carefully review the current status of their family's enrolment, both as to the continued eligibility of their children and/or inclusion of those newly eligible or not covered at present.

3. "Eligible family members" referenced in this annex do not include family members of short-term and occasional workers employed under the 300 series of the Staff Rules. These staff members are eligible for individual medical coverage only.

"Eligible family members" for all other staff members, refers to a spouse and one or more eligible children. A spouse is always eligible. A natural-born or legally adopted child is eligible to be covered under this scheme, provided that he or she is not married and not engaged in full-time employment, until the end of the calendar year in which he or she attains the age of 25; disabled children may be eligible for continued coverage after the age of 25.

4. Staff members, particularly those who have no coverage under a United Nations plan or through another family member, are strongly urged to obtain medical insurance coverage for themselves and their eligible family members, especially since the high cost of medical care could result in financial hardship for individuals who fall ill and/or are injured and have no such coverage.

5. **In the case of a staff member married to another staff member, the insurance coverage, whether at the two-person or family level, must be carried by the higher-salaried staff member.** It should also be noted that if one spouse retires from service with the Organization before the other spouse, **the spouse who remains in active service must become the subscriber** even if the retired spouse had been the subscriber up to the date of retirement and is eligible for after-service health insurance benefits following separation from service.

**Enrolment between annual campaigns**

6. Between annual campaigns, staff members and their family members may be allowed to enrol in the Headquarters medical and dental insurance plans only if at least one of the following events occurs and application for enrolment is made within 31 days thereafter:

(a) In respect of medical insurance coverage, upon receipt of an initial appointment of at least three months' duration at Headquarters under the 100 or 300 series of the Staff Rules or upon appointment under the 200 series of the Staff Rules; and for Short Term or Occasional Workers, upon having achieved a threshold duration of continuous active employment at a minimum of half-time for at least three months;

(b) In respect of dental insurance coverage, upon receipt of an initial appointment of at least three months' duration at Headquarters under the 100 or 200 series of the Staff Rules;

(c) Upon transfer to Headquarters from another duty station;

(d) Upon return from special leave without pay, but only under the health scheme in which insured prior to taking leave (see para. 9 below);

(e) Upon assignment to a mission, under certain conditions (see para. 10 below);

(f) Upon marriage, birth or legal adoption of a child for coverage of the related family member;

(g) Upon the provision of evidence that the staff member was on mission or annual or sick leave for the entire duration of the annual campaign, staff members may enrol within 31 days of their return to Headquarters.

7. In all the cases cited in paragraph 6 above, the completed application for enrolment or re-enrolment must be certified by the appropriate personnel or administrative officer and received by the Insurance and Disbursement Service within 31 days of the occurrence of the event giving rise to entitlement to enrol. Applications and enquiries with regard to changes relating to such events occurring between campaigns should be directed to the Insurance and Disbursement Service as follows:

Insurance and Disbursement Service
Office of Programme Planning, Budget and Accounts
United Nations
Room FF-300
304 East 45th Street
New York, NY 10017

8. **Applications between enrolment campaigns based on any other circumstances or not received within 31 days of the event giving rise to eligibility will not be receivable by the Insurance and Disbursement Service and will be returned.** Staff members who for any reason may be uncertain about the continuity of any outside coverage are urged to consider enrolling in a United Nations scheme during the present campaign.

**Staff on special leave without pay**

9. Staff members who are granted special leave without pay are reminded that they may retain coverage for medical and dental insurance during such periods or may elect to discontinue such coverage for the period of the special leave:

(a) *Insurance coverage maintained during special leave without pay.* If the staff member decides to retain coverage during the period of special leave without pay, the Health and Life Insurance Section must be informed directly by the staff member of his or her intention at least one month in advance of the commencement of the special leave, in person if at Headquarters, or in writing if stationed away from Headquarters. At that time, the Health and Life Insurance Section will require evidence of the approval of the special leave, together with payment covering the full amount of the cost of the coverage(s) retained (both the staff member's contribution as well as the Organization's share, since no subsidy is payable during such leave);

(b) *Insurance dropped while on special leave without pay.* Should a staff member decide not to retain insurance coverage(s) while on special leave without pay, no action is required upon commencement of the special leave;

(c) *Re-enrolment upon return to duty following special leave without pay.* Regardless of whether a staff member has decided to retain or drop insurance coverage(s) during a period of special leave without pay, it is essential that he or she re-enrol in the plan(s) with the Health and Life Insurance Section upon return to duty, in person if at Headquarters, or in writing if away from Headquarters. This must be done **within 31 days of return to duty**. Failure to do so will mean that the staff member will be unable to resume participation in the insurance plan(s) until the next annual enrolment campaign in the month of June.

**Staff members assigned on mission**

10. In view of the large number of staff members who go on mission assignment, a special medical/dental plan enrolment opportunity is extended to such staff members. The provisions in this respect, which will apply to all staff members going on mission for six months or more, are as follows:

(a) Staff members who at present are not enrolled in any United Nations health insurance plan will be allowed to enrol themselves and eligible family members. The insurance will become effective on the first day of the month in which the mission assignment commences. Enrolment in a health insurance plan in these circumstances must be completed prior to the departure of the staff member on mission assignment;

(b) Staff members assigned to a mission who are enrolled in HIP, a plan which does not offer full services at locations away from Headquarters, may switch to either Aetna or Empire Blue Cross. These two plans provide benefits on a

worldwide basis. Enrolment in the Aetna or Empire Blue Cross plans under this provision must be completed prior to the departure of the staff member on mission assignment;

(c) Staff members who, at the time of commencement of the mission assignment, do not have dental coverage but who are already enrolled, together with eligible family members, in Aetna or Empire Blue Cross, may enrol themselves and family members covered under their medical insurance plan in the dental plan. Such enrolment must be completed prior to the departure of the staff member on mission assignment;

(d) Staff members who elect to enrol in a health insurance plan in the circumstances provided under subparagraphs (a) to (c) above forgo the right to make any further change during the annual enrolment campaign taking place in the same calendar year as the commencement of the mission assignment. The next opportunity for these staff members to make any change in their insurance coverage will be at the time of the annual enrolment campaign of the following year;

(e) Staff members who are already enrolled in Aetna or Empire Blue Cross at the time of the mission assignment must retain their existing coverage until the next annual enrolment campaign;

(f) Staff members who will be on mission assignment for six months or more **and who will not have eligible covered family members residing in the United States** for the duration of the mission assignment may opt for coverage under the Vanbreda International Medical, Hospital and Dental Insurance plan for staff overseas. Details of this plan are available in the offices of the Insurance and Disbursement Service, room FF-300;

(g) Staff members returning to Headquarters from mission assignment, other than those who qualified and opted for the Vanbreda International plan, may not change their insurance coverage until the next annual enrolment campaign. **However, staff members who switched to the Vanbreda International plan, as provided under subparagraph (f) above, must revert, upon return to Headquarters, to the insurance plan that they had prior to the mission assignment, at least until the next annual enrolment campaign.** It is essential that such staff members advise the Health and Life Insurance Section within 31 days of their return to Headquarters. **Failure to re-enrol in the prior Headquarters plan within 31 days of return to duty from mission assignment will result in suspension of health insurance coverage.**

11. In all cases, staff members going on mission assignment who wish to enrol in a health insurance plan or change their present coverage, as provided above, must present evidence to the Health and Life Insurance Section of the mission assignment and its duration.

**Elections for discontinuation of dental coverage**

12. Except in the case where a staff member switches coverage to the Vanbreda International plan in accordance with subparagraph (f) above, elections to discontinue dental coverage will only be accepted during the annual enrolment campaign. A staff member with CIGNA dental coverage must, therefore, continue such coverage for the entire plan year.

# Annex VIII

## After-service health insurance*

The Under-Secretary-General for Management, pursuant to section 4.2 of Secretary-General's bulletin ST/SGB/1997/1 and for the purpose of implementing General Assembly resolution 61/264, hereby promulgates the following.

**Section 1**
**After-service health insurance coverage**

1.1 The purpose of the present administrative instruction is to set out provisions governing the after-service health insurance programme effective 1 July 2007.

1.2 After-service health insurance coverage is optional for eligible former staff members and their dependants. It is available only as a continuation, without interruption between active service and retirement status, of previous active-service coverage in a contributory health insurance plan of the United Nations. In this context, a contributory health insurance plan of the United Nations is defined to include a contributory health insurance plan of other organizations in the common system under which staff members may be covered by special arrangement between the United Nations and those organizations.

**Section 2**
**Eligibility for after-service health insurance coverage**

2.1 Individuals in the following categories are eligible to enrol in the after-service health insurance programme:

(a) A 100 series or 200 series staff member who was **recruited on or after 1 July 2007**, who while a contributing participant in a United Nations contributory health insurance plan as defined in section 1.2 above, was separated from service, other than by summary dismissal:

(i) At any age with a disability benefit under the Regulations of the United Nations Joint Staff Pension Fund (UNJSPF) or with compensation for disability under appendix D to the Staff Rules; or

(ii) At 55 years of age or later, provided that he or she had been a participant in a contributory health insurance plan of the United Nations for a **minimum of ten years** and is eligible and elects to receive a retirement, early retirement or deferred retirement benefit under the Regulations of UNJSPF;

(b) A 100 series or 200 series staff member who was **recruited before 1 July 2007**, who while a contributing participant in a United Nations contributory health insurance plan as defined in section 1.2 above, was separated from service, other than by summary dismissal:

(i) At any age with a disability benefit under the Regulations of UNJSPF or with compensation for disability under appendix D to the Staff Rules; or

(ii) At 55 years of age or later, provided that he or she had been a participant in a contributory health insurance plan of the United Nations for a **minimum**

* Circulated under the symbol ST/AI/2007/3.

**of five years** and is eligible and elects to receive a retirement, early retirement or deferred retirement benefit under the Regulations of UNJSPF;

(c) The surviving spouse (as recognized by the United Nations) of:

(i) A staff member who died in service while participating in a United Nations contributory health insurance plan; or

(ii) A former staff member who died while participating in the after-service health insurance programme;

provided that the surviving spouse was participating in the same health insurance plan at the time of death of the staff member or former staff member, **and** is eligible for a periodic benefit awarded under the Regulations of UNJSPF or appendix D to the Staff Rules, or both;

(d) Subject to the provisions of paragraphs 2.4 and 2.5 below, the surviving dependent children of:

(i) A staff member who died in service, without leaving a surviving spouse (as recognized by the United Nations), while participating in a United Nations contributory health insurance plan; or

(ii) A former staff member who died while participating in the after-service health insurance programme without leaving a surviving spouse (as recognized by the United Nations); or

(iii) A surviving spouse as described in paragraph 2.1 (c) above who died while participating in the after-service health insurance programme;

provided that the dependent child was participating in the same health insurance plan at the time of death of the staff member or former staff member or surviving spouse, **and** is eligible for a periodic benefit awarded under the Regulations of UNJSPF or appendix D to the Staff Rules, or both.

2.2 For the purpose of determining eligibility in accordance with paragraph 2.1 above and cost sharing in accordance with paragraph 3.2 (b) below, participation in a contributory health insurance plan of the United Nations is defined to include:

(a) Participation in a contributory health insurance plan of other organizations in the common system under which staff members may be covered by special arrangement between the United Nations and those organizations;

(b) The cumulative contributory participation during all periods of service under 100 or 200 series appointments, continuous or otherwise. Except in cases of extension of appointment beyond the normal age of retirement, only participation in a United Nations health insurance plan prior to the attainment of the normal age of retirement shall count towards meeting the five- or ten-year participation requirement for enrolment.

2.3 At the time of enrolment for after-service health insurance coverage the eligible subscriber may elect coverage for himself or herself and may also elect to include coverage for his or her spouse (as recognized by the United Nations) and/or eligible dependent children as defined in paragraph 2.4 below subject to the following requirements:

(a) A 100 or 200 series staff member who was recruited on or after 1 July 2007 and meets the eligibility criteria noted in paragraph 2.1 (a) (i) or 2.1 (a) (ii) above may elect to include coverage for his or her spouse and eligible dependent children who were enrolled in the same contributory health insurance plan as the former staff member for a minimum of five years (or two years if the spouse had coverage with an outside employer or a national Government) and was so enrolled at the time of the former staff member's separation from service. However, in the case of a spouse or dependants newly acquired five or fewer years prior to the staff member's separation from employment, the two- and five-year participation requirements will not apply provided such spouse or dependant(s) is/are enrolled within 30 days of the effective date of the dependency relationship;

(b) A 100 or 200 series staff member who was recruited before 1 July 2007 and meets the eligibility criteria noted in paragraph 2.1 (b) (i) or 2.1 (b) (ii) above may elect to include coverage for his or her spouse and eligible dependent children who were enrolled in the same contributory health insurance plan as the former staff member at the time of the former staff member's separation from service;

(c) A surviving spouse who meets the eligibility criteria noted in 2.1 (c) may elect to include coverage for his or her eligible dependent children who were enrolled in the same contributory health insurance plan as the former staff member at the time of the former staff member's death.

2.4 An eligible dependent child is defined as a natural or legally adopted child or stepchild, recognized by the United Nations, existing on the date of separation or death in service of the former staff member. In addition, a former staff member's natural child who was born within 300 days of the staff member's separation from service or death is also an eligible dependent child who may be included in coverage, provided such child is enrolled within 30 days of birth and is eligible for a periodic benefit awarded under the Regulations of UNJSPF or appendix D to the Staff Rules, or both.

2.5 Except in cases in which both the former staff member and the surviving spouse are deceased, dependent children may be covered under the after-service health insurance programme until the end of the calendar year in which they reach 25 years of age, provided that they are not married or in full-time employment. Disabled children may be eligible for continued coverage after the age of 25 provided they continue to be eligible for a periodic benefit awarded under the Regulations of UNJSPF or appendix D to the Staff Rules, or both. Where the former staff member and surviving spouse are both deceased, the surviving children will no longer be eligible to participate in the after-service health insurance programme upon cessation of the periodic benefit awarded under the Regulations of UNJSPF and/or appendix D to the Staff Rules, normally when they have attained 21 years of age.

**Section 3**
**Contributions to the cost of after-service health insurance**

3.1 The cost of participating in a United Nations after-service health insurance plan for staff **recruited on or after 1 July 2007** shall be governed by the following conditions:

(a) The cost of participation under the provisions of paragraphs 2.1 (a) (i) and 2.1 (a) (ii) above shall be borne on the basis of joint contributions by the United Nations and the participants concerned;

(b) Joint contributions by the United Nations and the after-service health insurance participants, as indicated in paragraph 3.1 (a) above, shall be computed in accordance with the established contribution and subsidy scales for the particular health insurance plan concerned. Contributions shall be calculated on the basis of the higher of the following two rates:

(i) The total of all the periodic benefits payable on the staff member's account under the Regulations of UNJSPF or under appendix D to the Staff Rules, or both, including all cost-of-living increases provided thereon, whether or not part of such benefits has been commuted to a lump sum or reduced by the exercise of any other permissible option, including early retirement; or

(ii) The theoretical periodic benefit that would have been payable on the staff member's account under the Regulations of UNJSPF had the staff member completed 25 years of contributory service.

3.2 The cost of participating in a United Nations after-service health insurance plan for staff **recruited before 1 July 2007** shall be governed by the following conditions:

(a) The cost of participation under the provisions of 2.1 (b) (i) shall be borne on the basis of joint contributions by the United Nations and the participants concerned;

(b) The cost of participation under the provisions of 2.1 (b) (ii) shall be borne on the basis of joint contributions by the United Nations and the participants concerned provided that the former staff member had participated in a contributory health insurance plan of the United Nations for a total period of contributory participation of at least 10 years;

(c) The cost of participation under the provisions of 2.1 (b) (ii) for former staff not meeting the conditions in 3.2 (b) above shall be borne in full by the participants concerned. When the concerned participants' combined active service and after-service participation totals 10 years, the cost will be borne jointly by the United Nations and the participants concerned;

(d) Joint contributions by the United Nations and the after-service health insurance participants, as indicated in paragraphs 3.2 (a) through (c) above, shall be computed in accordance with the established contribution and subsidy scales for the particular health insurance plan concerned. Contributions shall be calculated on the basis of the higher of the following two rates:

(i) One third of the remuneration used for calculating the health insurance subsidy of the staff member concerned at the date of separation; or

(ii) The total of all the periodic benefits payable on the staff member's account under the Regulations of UNJSPF or under appendix D to the Staff Rules, or both, including all cost-of-living increases provided thereon, whether or not part of such benefits has been commuted to a lump sum or reduced by the exercise of any other permissible option, including early retirement.

3.3 The cost of participation in an after-service health insurance plan for those individuals eligible under paragraphs 2.1 (c) and 2.1 (d) will be determined on the same basis as would have been used for participation by the former staff member concerned, taking into account the deceased staff member's recruitment date and the length of his or her participation in a United Nations health insurance plan as a staff member and as a participant in an after-service health insurance plan.

**Section 4**
**Payment of contributions to the cost of after-service health insurance coverage**

4.1 Subscribers covered under the after-service health insurance programme shall have their contributions deducted on a monthly basis from their periodic pension and/or appendix D benefit. Authorization permitting UNJSPF to effect such monthly deduction from the periodic pension benefit is an integral application component for after-service coverage, and is executed as part of the application process for the after-service health insurance programme (see also section 7 below).

4.2 In the case of subscribers to the after-service health insurance programme (a) who elect to defer pension payments, or (b) who receive monthly pension benefit payments that are insufficient to meet the cost of the participant's monthly health insurance coverage, or (c) where automatic deductions from periodic pension payments payable from UNJSPF or appendix D are not available, payment of the requisite contribution must be made in advance of the period of coverage under the applicable health insurance plan on a quarterly, semi-annual or annual basis. Contributions must be made in a currency acceptable to the Organization for the purposes of the insurance plan chosen. In the case of health insurance plans administered at Headquarters, the only acceptable currency is the United States dollar.

4.3 After-service health insurance participants whose premium contributions are payable on the basis of an invoice, rather than through the automatic pension deduction mechanism, must remit full payment of the amount billed by the due date indicated on the invoice. Failure to remit the premium in full by the date indicated will result in suspension of insurance coverage, without further notice. Insurance coverage may be reinstated provided that the full required premium payment is remitted within three months of the date of suspension of coverage, along with payment for any subsequent period that may have become due. Failure to reinstate coverage by the latter date will result in termination of eligibility to participate in the after-service health insurance programme.

4.4 On occasion, a delay may occur in the process of completing the after-service health insurance enrolment requirements, as the separated staff member must be recorded in the Pension Fund, and the separation personnel action form must be furnished to the Health and Life Insurance Section at Headquarters or the local human resources office or other office responsible for administering health plan enrolments before enrolment in the after-service health insurance programme is completed. When such delay occurs, participation in the after-service health insurance programme shall commence retroactively on the first day of the month following cessation of in-service coverage. In such cases, the after-service health insurance contribution accrual will be deducted from the participant's pension payments until fully recovered or will be billed to the participant if deductions from pension are not possible.

**Section 5**
**Cessation of coverage**

5.1 Eligibility for after-service health insurance coverage shall cease:

(a) When enrolment is terminated under the conditions set out in paragraph 4.3 above;

(b) When the periodic disability or compensation benefits awarded to a former staff member are formally discontinued;

(c) When the former staff member re-enters the United Nations Joint Staff Pension Fund as a participant following re-employment. In this case, participation in after-service coverage will be suspended and the staff member will contribute to the health insurance plan as an active participant. After-service health insurance coverage will resume upon separation from service **and reapplication within 31 days of such separation**;

(d) Upon divorce of a United Nations-recognized covered spouse who is not a current or former staff member;

(e) Upon the remarriage of a surviving spouse who is otherwise eligible for after-service health insurance coverage;

(f) Except in the case of a disabled child, when a covered child no longer qualifies as a result of attaining age 25, legal emancipation, marriage, full-time employment or cessation of a pension or compensation benefit, whichever comes first;

(g) When a covered disabled child no longer qualifies as a result of emancipation, marriage, full-time employment or cessation of a pension or compensation benefit, whichever comes first.

5.2 After-service health insurance participants are responsible for informing the office administering their insurance plan within three months of the event whenever a covered family member ceases to be eligible for participation in the after-service health insurance programme, in the event of the death of any covered participant, by virtue of divorce in the case of a spouse, or the marriage, full-time employment or attainment of 25 years of age in the case of a dependent child. No retroactive adjustments in the insurance contribution amount will be made to the participant as a result of failure to provide timely notification of any change in the status of covered family members to the administering office concerned. Irrespective of when notification is given, no coverage will be provided after a family member ceases to be eligible for participation in the after-service health insurance programme.

5.3 A participant in the after-service health insurance programme who chooses to cancel his or her coverage must provide written notice of the intention to cancel coverage to the office administering his or her United Nations health insurance plan. Cancellation of coverage will be made effective on the first day of the second month following receipt of the written notification or such later date as may be required under local medical insurance schemes. Notwithstanding such notification of cancellation of coverage, the after-service health insurance participant will be responsible to remit promptly to the United Nations any contribution amounts which may be unpaid at the time of cancellation of coverage. If the contribution account of the after-service health insurance participant has a credit balance, the United

Nations will refund such credit to the individual concerned. It should be noted that coverage, once cancelled, is not subject to reinstatement.

**Section 6**
**Staff member married to another staff member**

6.1 In the case of a staff member married to another staff member, the insurance coverage, whether at the two-person or family level, must be carried by the higher salaried staff member while both are in service. In the event of divorce or the death of the spouse who pays the insurance contributions, a staff member who was enrolled as a spouse under the coverage of the other spouse maintains individual participation status, together with his or her eligible dependants, for the purpose of any subsequent after-service health insurance coverage provided he or she meets the service eligibility requirements set out under section 2 above.

6.2 If one spouse retires from service with the Organization before the other spouse, the spouse remaining in active service must become the subscriber. This applies even if the retired spouse had been the subscriber up to the date of retirement and is otherwise eligible for after-service health insurance coverage following separation from service. If both staff members have separated from service and if each individually is eligible for after-service health insurance coverage, the cost of the contribution towards the after-service health insurance coverage must be borne by the former staff member with the higher pension or theoretical pension if applicable.

**Section 7**
**Application for after-service health insurance coverage**

7.1 The application documents relating to enrolment in the after-service health insurance programme may be submitted to the office administering the after-service health insurance plan up to 31 days prior to separation but no later than 31 days following the date of separation. In cases in which eligibility for after-service health insurance coverage accrues as a result of the death of a staff member, the surviving spouse and/or eligible dependent children must apply for after-service health insurance coverage within the three months following the date of death of the staff member. Application forms will be receivable only if they are accurately completed and filed on a timely basis.

7.2 Subject to the provisions of section 5 above, after-service health insurance coverage of the surviving spouse and dependent children who are covered under the after-service health insurance at the time of a former staff member's death will be continued without interruption unless such surviving spouse or dependent children request that coverage be cancelled.

7.3 Staff members separating from service at Headquarters may submit the relevant application forms directly to the Health and Life Insurance Section, Office of Programme Planning, Budget and Accounts, room FF-300. Staff members at other duty stations who apply for after-service health insurance coverage under a plan administered at Headquarters must submit the relevant application forms through their administrative office, **not** directly to the Health and Life Insurance Section at Headquarters. Staff members separating from service at other duty stations who wish to apply for after-service health insurance coverage under a plan

that is not administered at Headquarters should contact the local human resources office or the office administering their in-service health insurance coverage.

7.4 Staff members who are close to retirement or early retirement should ensure that they are provided with all relevant information concerning the after-service health insurance programme. Such information is available from the office administering their in-service health insurance coverage.

**Section 8**
**Transfer from one health insurance plan to another**

8.1 At the time of retirement, a staff member may switch from the insurance plan which he or she had on an in-service basis to a health insurance plan which is more appropriate following separation from service, under certain conditions. For example, a staff member who, while in active service, participated in a Headquarters health insurance plan, may switch to a non-United States-based plan if he or she will reside outside the United States following separation from service, provided that covered dependants will also reside outside the United States.

8.2 After-service health insurance participants who change their country of primary residence following separation may also transfer from one insurance plan to another if a different plan is more appropriate to the new country of residence. In such cases, the change in plan will become effective on the first day of the month following receipt of written notification regarding the change in country of residence or as soon thereafter as is practicable. With respect to health insurance plans available to after-service participants who reside in the United States, transfer from one plan to another may be made subject to the condition that there must be **two years'** coverage under any such plan before a change can be made.

**Section 9**
**Final provisions**

9.1 This instruction shall enter into force on 1 July 2007.

9.2 Administrative instruction ST/AI/394 of 19 May 1994 and the related addenda and amendments are hereby abolished.

(*Signed*) Alicia **Bárcena**
Under-Secretary-General for Management

# Annex IX

## Insurance carrier addresses and telephone numbers for claims and benefit enquiries

| | | |
|---|---|---|
| **I. Aetna PPO** | | **Aetna Inc.**<br>**P.O. Box 981106**<br>**El Paso, TX 79998-1106** |
| Tel.: | (800) 784-3991 | Member Services (benefit/claim questions) |
| Tel.: | (800) 333-4432 | Pre-registration of hospital/institutional services |
| Tel.: | (800) 784-3991 | Participating pharmacy referral |
| Tel.: | (866) 612-3862 | Aetna Rx Home Delivery (mail order drugs)<br>P.O. Box 417019, Kansas City, MO 64179-9892 |
| Tel.: | (866) 612-3862 | Maintenance drug automated refills (credit card) |
| Tel.: | (800) 424-1601 | Aetna Behavioral Health |
| Tel.: | (800) 793-8616 | Vision One |
| Tel.: | (800) 422-6600 | Discount Information on Lasik Surgery |
| **II. Aetna Global PPO** | | **Aetna Global Benefits**<br>**P.O. Box 30258**<br>**Tampa, FL 33630-3258 USA** |
| Tel.: | 1-800-231-7729 or<br>1-813-775-0190<br>(call collect from outside USA) | Member Services (benefit/claim questions) |
| Tel.: | 1-800-231-7729 or<br>1-813-775-0190<br>(call collect from outside USA) | Pre-registration of hospital/institutional services |
| Tel.: | 1-800-231-7729 or<br>1-813-775-0190<br>(call collect from outside USA) | Participating pharmacy referral |
| Other numbers | | Same as for Aetna PPO above |
| **III. Empire Blue Cross PPO** | | **Empire Blue Cross Blue Shield**<br>**PPO Member Services**<br>**P.O. Box 1407**<br>**Church Street Station**<br>**New York, NY 10008-1407** |
| Tel.: | (800) 342-9816 | Member Services (benefit/claim questions) |
| Tel.: | (800) 982-8089 | Medical Management Program (precertification for hospital admissions, elective surgery, home care, skilled nursing facilities, second opinion referrals) |
| Tel.: | (800) 342-9816 | Empire Behavioral Health Services (prior approval of mental health/substance abuse care) |

| | |
|---|---|
| Tel.: (804) 673-1177-Collect | Empire World Wide (International Benefits Svs) Claims |
| Tel.: (800) 839-8442 | Empire Pharmacy Management Program/Caremark (prescription card programme and pharmacy network and maintenance drug mail order drug information) |
| **IV. Empire Blue Cross (International Claims)** | **BlueCard Worldwide Service Center P.O. Box 72017 Richmond, VA 23255-2017** |
| Tel.: (800) 810-2583 (804) 673-1177 (collect) | |
| Tel.: (888) 393-2583 (877) 92DAVIS | Davis Vision (vision care programme) |
| **V. HIP** | **HIP Member Services Department 7 West 34th Street New York, NY 10001** |
| Tel.: (800) HIP-TALK {(800) 447-8255} | HIP Member Services Dept. (walk-in service available) 6 West 35th Street New York, NY 10001 |
| Tel.: (888) 447-4833 | Hearing/Speech Impaired |
| Tel.: (877) 774-7693 | Chiropractor Hotline |
| Tel.: (888) 447-2526 | Mental Health Hotline |
| Tel.: (888) 447-2563 | Alternative Medicine Hotline |
| Tel.: (800) 290-0523 | Dental Hotline |
| Tel.: (800) 743-1170 | Lasik Surgery (Davis Vision) Hotline |
| **VI. CIGNA Dental PPO Plan** | **CIGNA Dental P.O. Box 188037 Chattanooga, TN 37422-8037** |
| Tel.: (800) CIGNA24 or (800) 244-6224 | Claim Submission, ID Card Requests and Customer Service |
| Tel.: (888) DENTAL8 | for participating provider referrals |
| **VII. MEDEX** | **MEDEX Assistance Corporation P.O. Box 19056 Baltimore, MD 21284** |
| Tel.: (800) 527-0218 | Within the United States |
| Tel.: (410) 453-6330 | MEDEX Emergency Response Center, Baltimore, MD (*collect call*) |
| International toll-free access numbers | See detailed listing contained in annex V |